



## Bridgewater Housing Association Policy

<b>Policy name</b>	Legionella and Water Maintenance Policy
<b>Policy category</b>	Property Services
<b>Policy number</b>	PS02
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<b>Next review</b>	February 2027
<b>Equalities impact assessment required</b>	Yes
<b>Links to other documents</b>	N/A
<b>Consultation</b>	This policy was circulated to the Property Services team and HLAPS sub-committee for comment.

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## 1. Introduction

- 1.1 The aim of this Policy is to ensure the effective inspection, maintenance and management of all water systems within premises controlled by the Organisation.
- 1.2 The procedures detailed within this section have been written to ensure all reasonable steps have been taken to comply with The Control of Substances Hazardous to Health Regulations 2002 (as amended), The Water Supply (Water Fittings) (Scotland) Byelaws 2014 and all other relevant legislation.
- 1.3 The SHR Standards of Governance and Financial Management which this policy is intended to support are:

## 2. Definitions

**Legionella** - *"a potentially dangerous type of bacteria when inhaled with water vapour. Bacterium grows best in warm, nutrient rich water."*

**Legionella Risk Assessment** - *"a specific risk assessment carried out to determine the risk level of Legionella Assessment proliferation, and exposure from a specific water system."*

**Log Book** - *"a record book provided to record all local checks and tests carried out, as specified by legionella risk assessment."*

**Legionnaires' disease** - *"a potentially fatal form of pneumonia caused by the legionella bacteria."*

## 3. References

- British Standards 8580:2010 - Water Quality: Risk Assessment for Legionella
- HSG Health and Safety in Residential Care Homes (2001)
- HSG274 Legionnaires Disease -Technical Guidance (in 3 Parts) (2013)
- IACL27 (rev2) Legionnaires Disease -A guide to Employers
- INDG 458 Legionnaires Disease -A brief Guide for Duty Holders (2012)
- Public Health etc. (Scotland) Act 2008
- The Building (Scotland) Regulations 2004

- The Control of Substances Hazardous to Health Regulations 2002, as amended
- The Housing (Scotland) Act 2006
- The Management of Health and Safety at Work Regulations 1999
- The Private Water Supply (Scotland) 2006
- The Water Supply (Water Fittings) (Scotland) Byelaws 2014
- The Water Supply (Water Quality) (Scotland) Regulations 2001
- Section 8.14 - Guidance: EVH Landlords Facilities Safety Control Manual)

#### **4. Legal Duties**

4.1 The Organisation has several specific legal duties which relate to water safety and, in particular, Legionella risk management. These include:

- Identifying and assessing sources of risk;
- Preparing a scheme for preventing or controlling the risk;
- Implementing and managing the scheme;
- Keeping records and checking what has been done is effective.

#### **5. Legionella Information**

5.1 Legionella bacteria is common in natural water (such as rivers and ponds). However, legionella can grow in other water systems such as cooling towers, evaporative condensers, showers, spray apparatus and hot and cold water systems.

5.2 Legionnaires' disease is a potentially fatal form of pneumonia caused by the inhalation of Legionella bacteria. This includes the most serious Legionnaires' diseases, as well as the similar but less serious conditions of Pontiac Fever and Lochgoilhead Fever. The bacteria is normally contained within fine water droplets (aerosol) that may be caused by operating a cooling tower, shower, spray apparatus, running a tap outlet or operating a humidifier.

5.3 Legionnaires' disease has the potential to affect anybody. However, those more susceptible are normally in the age range of 45 and above, smokers, heavy drinkers, or suffer from chronic respiratory or kidney disease or have impaired immune systems.

5.4 Legionella survive low temperatures and thrive at temperatures between 20-45 degrees C if the conditions are right (e.g. if a supply of nutrients is present such as rust, sludge, scale and other bacteria).

#### **6. Legionella Policy**

6.1 Bridgewater will aim to minimise and control the risk from Legionnaires' disease and, to this end, will:

- Appoint a responsible person who will have a duty to put in place an action plan to minimise the risk of Legionella and to manage and monitor the necessary work systems and procedures;
- Identify and assess sources of risk (e.g. where conditions are present that may encourage Legionella bacteria to multiply or where there is a means of creating and disseminating breathable droplets), and establish any items of non-compliance;

- Assess the level of risk through a structured Legionella Risk Assessment programme, and aim to eliminate or reduce the risk to an acceptable level;
- Arrange for routine inspection and maintenance of water systems, and where needed, a programme of disinfection;
- Retain records of maintenance, inspection and testing for a minimum of 5 years.

## **7. Risk Assessment**

- 7.1 The Organisation will arrange for a suitable and sufficient risk assessment programme to be carried out (and regularly reviewed) to identify and assess the risk of exposure to Legionella bacteria from all water systems across its property portfolio.
- 7.2 The Organisation will use a competent external company with qualified Legionella Risk Assessors to carry out the risk assessment programme. The Assessment company will not normally be associated with a water hygiene/control contracting company in an attempt to ensure independent recommendations are given by the Assessor. The Assessors and the Organisation will determine an appropriate programme of risk assessing, which may involve the use of 'representative' assessments followed by an ongoing programme or rotation across different addresses.
- 7.3 All recommendations and remedial action will be recorded in a log book. The recommendations should also highlight the management control actions that may be carried out in-house and those which would require an external contractor.
- 7.4 The risk assessment will be reviewed at regular intervals (at least every 2 years) or when it is believed that the original risk assessment is no longer valid (e.g. following a change in the building or water supply, or following an incident).

## **8. Water Fittings and System Requirements**

- 8.1 The Organisation will ensure that all water fittings comply with relevant legislation and have the CE mark, British Standard kitemark or appropriate equivalent. Specialist advice will be obtained in the selection of all water systems fixtures and fittings.
- 8.2 The Organisation will ensure that all water fittings are suitable for the purpose intended.
- 8.3 Hot water shall be stored in tanks at a temperature of at least 60°C.
- 8.4 Water pipes shall be as short and direct as possible and pipes and tanks will be effectively insulated. Tanks will be protected against contamination and materials used which do not encourage Legionella growth.
- 8.5 Hot water shall reach taps at temperatures greater than 50°C within 1 minute of running.
- 8.6 Cold water shall be stored at a temperature of less than 20°C. Cold water shall reach taps at temperatures less than 20°C within 2 minutes of running.

- 8.7 All little used outlets shall be routinely flushed through.
- 8.8 Where water is used or stored for consumption in any devices, e.g. water coolers, tea urns, drinks machines etc., an effective system of regular cleaning and disinfecting shall be introduced, in accordance with manufacturer's instructions.

## **9. Disinfection**

- 9.1 Water services will be disinfected when any of the following situations occur:
- If a routine inspection or risk assessment shows it necessary to do so;
  - After any prolonged shutdown of a month or longer (a risk assessment may indicate the need for cleaning after a period of less than one month, especially in summer where temperatures have been high);
  - If the system or part of it has been substantially altered or entered for maintenance purposes in a manner that may lead to contamination;
  - Following an outbreak or suspected outbreak of Legionnaires' disease or any other water borne infection/disease.

## **10. Void Property Actions**

- 10.1 It is recognised that all void properties have the potential to exhibit increased risk of Legionella due to the possibility of stagnant water remaining undisturbed within pipework for prolonged periods.
- 10.2 To mitigate the increased potential risk associated with voids, the contractor appointed to carry out repair and re-decoration works on all standard properties will carry out and record the following:
- Thoroughly flush all taps;
  - Clean and disinfect, or replace, all shower heads;
  - Inspect and report on water storage tank, where present.
- 10.3 All Special Lets becoming void will be assessed individually and on their own merits.

## **11. Contractors**

- 11.1 A competent external contractor will be appointed to carry out legionella preventative monitoring and water hygiene services. As a minimum requirement, contractors are required to be a registered member of the Legionella Control Association (LCA) or the Water Management Society (WMSoc). Contracted works may include legionella sampling, tank inspections, water sampling, (for all bacteria) and other associated services, as identified in the Legionella Risk Assessment programme.

## **12. Notification Requirements**

- 12.1 If it is suspected or confirmed that a tenant, employee or visitor has contracted Legionnaires' disease, the Organisation will report the incident to the HSE under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations

(RIDDOR).

### **13. Tenant Responsibilities**

- 13.1 Tenants will be provided with information on good water management and Legionella control through tenancy agreements and/or by means of information leaflets.
- 13.2 Tenants are advised to clean shower heads, descale and disinfect them at least every two months.
- 13.3 For showers that are only occasionally used, tenants are advised to flush the shower through by running the water for at least 2 minutes once a week.
- 13.4 Where a property is left vacant for any time (e.g. when on holiday), tenants are advised to flush both hot and cold water systems by running all outlets for at least 2 minutes.
- 13.5 Tenants should inform the Organisation immediately if there are problems, debris or discolouration in the water.

### **14. Equality and Diversity**

Bridgewater Housing Association is committed to providing fair and equal treatment to all our customers and to comply with the Equality Act 2010 and apply the below Equality Impact Assessment where access is required through a customer's property.

### **15. Review**

- 15.1 The Organisation will review its methodology for managing Legionella every three years or sooner if required by Statutory or best practice requirements.

## 16. EQUALITY IMPACT ASSESSMENT

Question	Response
<b>1. Aim of policy/service activity/event being assessed</b>	To ensure the Association is compliant in line Legionella and Water Testing regulations.
<b>2. Summary of aims and objectives of the policy/service activity/event</b>	This policy outlines the Associations' responsibility to maintain it meets all Legionella and Water Testing Regulations.
<b>3. What involvement and consultation has been done in relation to this policy?</b> <i>(e.g. with relevant groups and stakeholders)</i>	Policy has been published and issued to Property Services and HLAPS sub-committee input.
<b>4. Who is affected by the policy/service activity/event?</b>	All Bridgewater tenanted properties, extra care facilities and common closes.
<b>5. What are the arrangements for monitoring and reviewing the actual impact of the policy/service/activity/event?</b>	This policy will be reviewed every 3 years and amended if necessitated by any events or changes to legislation.

Protected Characteristic Group	Is there a potential for positive or negative impact?	Please explain and give examples of any evidence/data used	Action to address negative impact (e.g. adjustment to the policy)
<b>Disability</b>	Yes, positive. Contractors and staff need to be aware of particular needs of customers with any disability.	Data held on SDM notifying of any customer's disabilities and how best to approach their needs when carrying out a water tank test/and or clean.  Local knowledge held by members of staff that can be passed to assist contractors carry out a water tank test/and or clean	
<b>Gender reassignment</b>	No	No	We currently have no data for this characteristic, this will be addressed via our ongoing equalities survey.
<b>Marriage or civil partnership</b>	No	No	We currently have limited data for this characteristic, this will be addressed via our ongoing equalities survey.
<b>Pregnancy and maternity</b>	Yes, positive. There may be unsuitable times to	Customers can notify the Association of any unsuitable times to	



	carry out a water tank test/and or clean due to feeding times or sleep routines.	carry out a water tank test/and or clean which the Association can pass on to contractors to work around.	
<b>Race</b>	No	No	We currently have limited data for this characteristic, this will be addressed via our ongoing equalities survey.
<b>Religion or belief</b>	Yes, positive. There may be unsuitable times to carry out a water tank test/and or clean due to prayer times.	Customers can notify the Association of any unsuitable times to carry out a water tank test/and or clean which the Association can pass on to contractors to work around.	
<b>Sexual orientation</b>	No	No	We currently have limited data for this characteristic, this will be addressed via our ongoing equalities survey.
<b>Sex (gender)</b>	Yes, positive. There may be instances where a customer may feel uncomfortable with a certain gender alone within their property when a water tank test/and or clean is carried out.	Data held on SDM notifying of how best to approach the customers' needs when carrying out a water tank test/and or clean. This can include having member of BHA staff, whom the customer is comfortable with, attend alongside the contractor to carry out the safety check.	
<b>Age</b>	No	No	

## Evaluation:

Question	Explanation / justification	
Is it possible the proposed policy or activity or change in policy or activity could discriminate or unfairly disadvantage people?	Unlikely as the policy is closely aligned with the Association's Equality Policy. However, if a customer reported any form of discrimination, the incident would be investigated and if necessary the policy would be reviewed and amended.	
Final Decision:	Tick the relevant box	Include any explanation / justification required
No barriers identified, therefore activity will <b>proceed</b> .	✓	
You can decide to <b>stop</b> the policy or practice at some point because the data shows bias towards one or more groups		
You can <b>adapt or change</b> the policy in a way which you think will eliminate the bias		
Barriers and impact identified, however having considered all available options carefully, there appear to be no other proportionate ways to achieve the aim of the policy or practice (e.g. in extreme cases or where positive action is taken). Therefore you are going to <b>proceed with caution</b> with this policy or practice knowing that it may favour some people less than others, providing justification for this decision.		

<b>Completed by:</b>	Steven Ferrie
<b>Will this EIA be published? Yes/Not required:</b>	Yes
<b>Date completed:</b>	31/1/24
<b>Review date</b> (if applicable):	31/1/27