

WATER SAFETY POLICY AND PROCEDURE

Who does this policy apply to:	Board, Staff, Tenants, Contractors and the General Public
Review Date (minimum every three years)	April 2025
Policy Author/Reviewer and Job Title	Sally Rowe, Head of Housing

POLICY

Purpose and Scope of the Policy:

The purpose of this policy is to set out specific guidance to ensure the control and management of bacteria in water systems, notably legionella, and the prevention of scalding within dwellings which are owned and managed by the WFHA.

This policy aims to ensure that we effectively meet our legal obligations and seeks to provide assurance that water treatment and anti-scalding is adequately managed and that ultimately the safety of our tenants, guests and our staff is maintained.

Policy Details:

WFHA water services are installed, maintained and serviced to required standards and inspected at required frequencies by trained and competent operatives to minimise the risk of infectious diseases and scalding due to high water temperatures.

Legionnaires' disease is a potentially fatal form of pneumonia, and everyone is susceptible to infection. However, some people are at higher risk, including:

- people over 45 years of age
- smokers and heavy drinkers
- people suffering from chronic respiratory or kidney disease
- anyone with an impaired immune system

Scalding resulting from excessively high-water temperatures and hot radiators is a high risk among people who have reduced sensitivity such as the elderly and those with poor circulation. WFHA will reduce the risk of injury through the use of signage, thermostatic mixer valves on hot water outlets and thermostatic radiator valves.

WFHA will:

- ensure water services are tested and inspected at regular intervals dictated by the scheme type and regulation
- set out a clear approach for the maintenance and servicing of hot and cold-water installations.
- ensure prompt, efficient and cost-effective repair, servicing and inspection.
- comply with the law and promote good practice.
- ensure remedial works are carried out within appropriate timescales so that homes remain safe.
- outline an approach for the safe use of stored water including provision for inspection and monitoring
- ensure adequate records are kept

- actively manage and mitigate risks through detailed risk assessment
- actively communicate with tenants about water safety within their homes.
- Investigate and respond to any water safety concerns raised by tenants, staff or others in relation to properties it owns or manages
- appropriately train staff involved in monitoring and managing these works
- maintain adequate records

Responsibilities:

The Chief Executive is the Competent Person with overall responsibility for all aspects of health and safety within WFHA. The Chief Executive will responsibly delegate tasks in order to comply with their duties under the law.

The Head of Housing is the designated Competent Person to coordinate the health and safety programme and will seek external expert advice and guidance as required.

The Asset Services Manager is responsible for:

- coordinating the water hygiene inspection and servicing programme.
- Preparing and submitting compliance reports on water hygiene and anti-scalding management.
- Assisting the Executive Leadership Team in carrying out their responsibilities in relation to water safety management

All staff are responsible for raising concerns to managers about water safety promptly and ensuring these concerns are responded to. These include concerns communicated to them by tenants or others.

Related Policies:

Procurement Policy

Responsive Repairs Policy

Health and Safety Statement

Equality and Diversity Policy

Voids Standard

Repairs Standard

Consumer Regulation – Safety and Quality Standard

Relevant Acts/Legislation/Regulation

Landlord and Tenant Act 1985

Defective Premises Act 1972

Control of Substances Hazardous to Health Act (COSHH) 2002

The Management of Health & Safety at Work Regulations 1999

Health & Safety at Work Act 1974

BS7595:2022 Dealing with sampling for legionella in water systems

BS8580:2019 Conducting Legionella Risk Assessments

Supporting Information:

<http://www.hse.gov.uk/legionnaires/legionella-landlords-responsibilities.htm>

<http://www.hse.gov.uk/healthservices/scalding-burning.htm>

Document History:

Date of Last Review: April 2025

Date Approved by the Board:

Equality Impact Statement:

WFHA must ensure all individuals are treated fairly and in line with legislation relating to the nine protected characteristics identified in the Equality Act 2010 and with the Association's Equality policies and procedures. You must comply with the law and Association policies and procedures governing equality and diversity. The nine protected characteristics are: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation.