



Water Safety Leaflet

Water Safety in your Home

What you can do in your home?

8 simple steps you can take

1: Maintain a hot water storage temperature of no less than 60°C degrees. This is controlled via your hot water cylinder or combination boiler. Caution: Due to the high temperature of the stored water, children should be supervised when using outlets to avoid scalding.

2: If the property has been vacated for several days, always run the taps for a few moments to flush through until the temperature cools down or heats to correct temperature.

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

4: Regularly clean showerheads and tap outlets to prevent the build-up of limescale.

5: After carrying out any cleaning of outlets, you should always rinse the outlets with clean water to remove any residues of any cleaning or disinfecting products that may remain.

6: Run hot water through the taps or showers for about 5-10 minutes once every week.

7: Keeping outlets free of scale and debris may increase the water pressure, and could not only reduce the amount of water being used but the energy used to heat it, which will also help to save this most precious commodity and the environment.

8: Ensure that there are no unnecessary areas of stagnant or standing water.

What we will do in your building?

The water supplied to the taps within your property is consistently tested for quality, taste and presence of bacteria by the local water authority and is generally considered to be one of the best in the world.

As with all things natural, bacteria good and bad will always be present and although the water in your property is treated, this will not guarantee that everything will be



eradicated. Due to the complex nature of water and the pipe work it is delivered through, there is always a risk of bacteria being present that has not been eliminated by normal disinfection processes carried out by the Water Board.

To ensure no bacterial growth is occurring within our communal water services, BHP carry out a constant programme of monitoring and assessment throughout our stock as required by Health and Safety legislation.

Checks we carry out include:

- 1) Water Hygiene Risk Assessments, these are reviewed on a two year rolling basis to look out for any changes
- 2) Temperature checks
- 3) Water sampling
- 4) Check for correct plumbing operations
- 5) Check for infestation or contamination of water



If good standards of hygiene are not maintained, in severe cases, it is known to be a contributory factor in people contracting Legionnaires disease.

Dealing with a water leak

What to do

- If there is an external leak, call your water or utilities supplier
- If it is an internal problem, please call BHP's Customer Response Team on 020 8937 2400

Practical Tips: If at all possible, isolate the water at the stop cock and wait for assistance.

Contacts

If you want more information on water safety, please visit the following sites:

Thames Water: www.thameswater.co.uk

Affinity Water: www.affinitywater.co.uk

Water UK: www.water.org.uk

Brent Housing Partnership

Contact us:

Brent Housing Partnership

Brent Civic Centre

Engineers Way

Wembley

HA9 0FJ

020 8937 2400

www.bhphousing.co.uk

info@bhphousing.co.uk

