

"Offering our community more than a home"

Legionella Policy

Management Committee submission:	21 November 2023
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Next Review date:	November 2026

CHA Objectives:

- To provide quality, affordable housing that meets the changing needs of our customers and to ensure fair access to housing within our area.
- To manage the houses provided, in a professional and cost effective manner, for the benefit of our local community and the environment.
- To provide a first class maintenance service which offers value for money and ensures the comfort and safety of our residents while achieving high levels of satisfaction

Regulatory Standards:

- The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.
- The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these objectives.
- The RSL manages its resources to ensure its financial well-being and economic effectiveness.
- The governing body bases its decision on good quality information and advice and identifies and mitigates risks to the organisation's purpose.

Any breach or non-compliance with legislation/regulatory requirements in relation to this Policy constitutes a Notifiable Event and the Regulator will be informed via the SHR Portal.

This policy can be made available on request in a variety of different formats, such as on tape, in large print and translated into other languages.

1.0 Introduction

Clydebank Housing Association (CHA) has a statutory duty to comply with legislation and regulations in relation to the effective management of water systems to ensure the health and safety of tenants, staff and the general public by minimising the risk posed by legionella in both domestic and commercial properties.

CHA has procedures in place to carry out the required testing and analysis regimes at cold water storage tanks. Some premises require more frequent testing than others and we have programmes in place at the following premises:

Multi-storey flats

- Annual** – testing of water in main tanks and sampling for analysis
Annual – all of the tests above. Inspection of thermostatic mixer valves.

Alexander St, Kilbowie Rd, Whitecrook St, Dumbarton Rd & Forth St

- Annual** – testing, treatment, sampling and analysis of common tanks

CHA office, Centre81 and Social Economy Centre

- Monthly** – temperature testing and disinfection of showers
Annual - testing, treatment, sampling and analysis of common tanks

Void properties – as required

2.0 Background Information

Legionnaires' disease is a potentially fatal form of pneumonia which can affect anybody, but which principally affects those who are susceptible because of age, illness or have a pre-existing lung condition. Contracting legionella can be fatal or cause serious illness.

The disease is normally contracted by inhaling deep into the lungs the legionella bacteria, either by tiny droplets of water in the form of aerosols, or in droplet nuclei which are particles left after water containing the Legionella bacteria has evaporated. Not everyone who is exposed will develop symptoms of the disease.

The incubation period is between 2-10 days.

3.0 Legal and Regulatory Requirements

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.

The Health and Safety at Work Act 1974 - As a landlord, CHA has a duty under the Health and Safety at Work Act 1974 to ensure the health and safety of tenants by keeping properties safe and free from health hazards, including legionella.

The Control of Substances Hazardous to Health Regulations 2002 (as amended) (COSHH) - Legionella pneumophila is classed as a biological agent by the Health and Safety Executive (HSE) and is listed as a Class 2 hazard under the COSHH Regulations 2002. Under these Regulations LHA has a statutory duty to:

- Identify and assess sources of risk
- If appropriate, prepare a written scheme for preventing or controlling the risk
- Implement, manage and monitor precautions
- Keep records of precautions
- Appoint a competent person with sufficient authority and knowledge of the installation to help take the measures needed to comply with the law.

HSE Approved Code of Practice (ACOP) 'The Control of Legionella bacteria in water systems'. The HSE ACOP is not an Act or Regulations but does have legal status. If there were to be an outbreak of legionella at an Association property, it would be essential for the Association to show that it had followed the relevant provisions of the ACOP, or that it had complied with the law in some other way. The ACOP is intended to offer practical advice on how to comply with the law – the guidance is not compulsory but it does illustrate good practice and HSE inspectors seeking to secure compliance with the law may use this guidance as a point of reference.

4.0 Risk assessments

We 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 our property portfolio.

We will use a competent external company with qualified legionella risk assessors to carry out the risk assessment programme. The assessors and CHA 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.

All recommendations and remedial action will be recorded in a log book/spreadsheet or portal. The recommendations should also highlight the management control actions that may be carried out in-house and those which would require an external contractor.

The risk assessment will be reviewed at regular intervals (at least every two 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).

5.0 Controlling the risks

For each risk category, a written scheme of control will be prepared to ensure the on-going safe control of the water systems. A Water Systems Asset Register ([..\..\Maintenance Folder\Health & Safety\Landlord\Water Systems and Legionella\Water Systems Asset Register.xlsx](#)) will be maintained of all CHA properties indicating the risk categories of each property as follows:

5.1 Low risk properties – where properties have been identified as low risk, the on-going control measures will include:

- Avoidance of debris entering water systems – systems with stored cold water to be checked to ensure tanks have tight fitting lids
- Control parameters for the system to be checked, for instance temperature settings for hot water tanks
- Redundant pipework identified and removed
- Advice provided to new tenants on maintaining safe water systems
- Advice provided to existing tenants via the CHA website and periodically in tenant newsletter

For low risk properties, the in-house risk assessment will be reviewed every 2 years or where there is a significant change to the property (for instance the installation of a new heating system).

5.2 Medium and high risk properties – a specialist water quality consultant will be appointed to carry out detailed, site specific risk assessments for all medium and high risk properties and to prepare site specific written schemes of control.

The site specific written schemes of control will include:

- Details of the water systems including up to date plans or schematics
- Details of who is responsible for managing the property and carrying out the maintenance work
- Details of the safe and correct operation of the relevant systems
- Details of what control methods and precautionary measures are to be taken, and by whom

Details of the frequency and type of checks that are required, and who will undertake these.

The written scheme will be incorporated into a site log book which is to be available in the property and is to be kept up to date at all times. All

persons with any duty under the written scheme, including staff and contractors, are to be advised of the presence and location of the log book.

For medium and high risk properties, risk assessments will be reviewed annually or where there is a significant change to the property.

5.3 Void properties – legionella bacteria will begin to multiply if left undisturbed in stagnant water for too long. In void properties the Association will:

Short term voids (less than three weeks)

- Ensure water outlets (taps, wc, whb, shower etc.) are run weekly
- Replace the shower head prior to the tenant moving in.
- Flush the system through completely immediately prior to the new tenants moving in if the property has been void for longer than 2 weeks.

Long terms voids (more than three weeks)

- Where a property will be void for longer than three weeks, it will usually be more cost-effective to drain down the water system. Immediately before letting, a specialist contractor agreed with Housing Services will charge up the system, calculate the system capacity, chlorinate/disinfect accordingly and carry out a PH test to ensure levels are safe. This must be carried out in line with BS EN 806.
- If the decision is taken not to drain the system down, then a weekly flushing regime must be strictly followed.

For all voids

- During void works, if dead legs are identified in the plumbing system they will be removed
- Cold water storage tanks will be checked to ensure lids are securely fitted. Missing or damaged lids will be replaced.
- System controls will be checked to ensure they meet safe limits.
- Inspect and report on water storage tank, where present.

Details of all testing carried out in void properties will be recorded in the Water Systems Asset Register.

The frequency of testing is outlined in Appendix 1.

6.0 Water Fittings and System Requirements

The Organisation will ensure that all water fittings comply with relevant legislation and have the UKCA mark, British Standard kitemark or appropriate equivalent. The CE mark will still be recognised for most goods placed on the market before 31 December 2024. Specialist advice will be obtained in the selection of all water systems fixtures and fittings.

- CHA will ensure that all water fittings are suitable for the purpose intended.
- Hot water shall be stored in tanks at a temperature of at least 60°C.
- 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.
- Hot water shall reach taps at temperatures greater than 50°C within 1 minute of running.
- 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.
- All little used outlets shall be routinely flushed through.
- 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.

7.0 Notification requirements

If it is suspected or confirmed that a tenant, employee or visitor has contracted Legionnaires' disease, CHA will report the incident to the Health & Safety Executive under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

8.0 Contractors

CHA will appoint competent external contractors 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 (WMS). Contracted works may include legionella sampling, tank inspections, water sampling (for all bacteria) and other associated services.

9.0 Quality Control

To ensure water hygiene services are conducted in line with regulations and best practice we will carry out an independent audit of 20% of all orders raised during each year. These audits will be split by 10% of works in progress and 10% of post work checks.

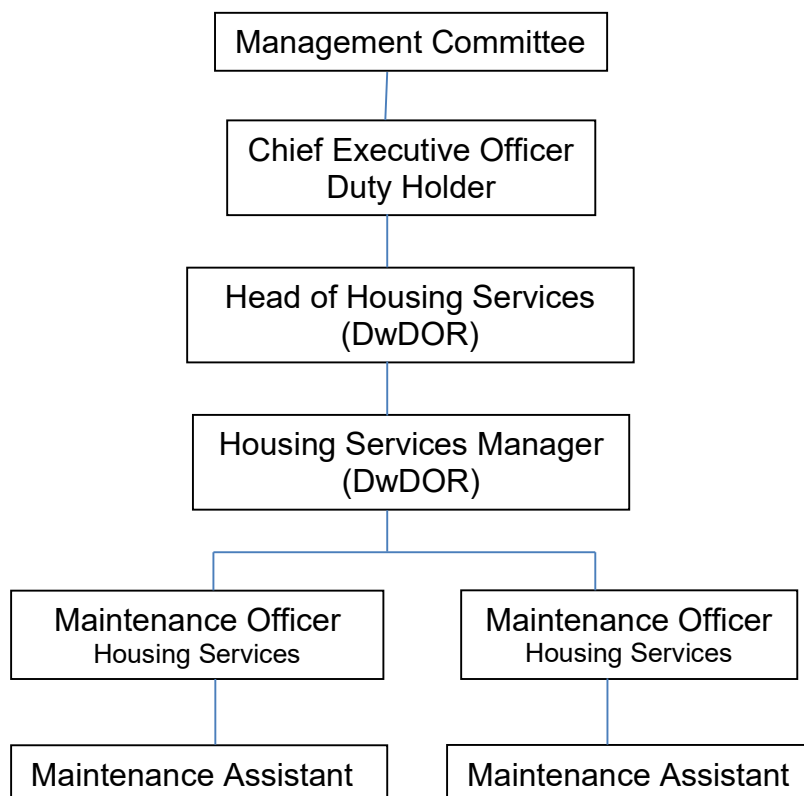
10.0 Legionella awareness for tenants

For risk levels to remain low in properties it is essential that tenants are aware of the need to have a regular turnover of water from outlets such as taps and shower heads. Risk levels will increase in properties that are left empty for long periods.

New tenants will be provided with a legionella awareness / water hygiene leaflet (<F:\Communications\Leaflets - Maintenance\07.16 water hygiene - final.pdf>) in their tenancy pack. The leaflet will be made available to existing tenants through the Association's website and legionella advice will also be communicated through other forums such as the tenant newsletter.

11.0 Duty to manage, staff responsibilities and training

The following organisational chart outlines Committee and staff responsibilities for managing legionella showing the duty holder and the duty holders with delegated operational responsibility (DwDOR):



All staff involved in legionella management should attend a certified Legionella L8 Awareness Course to allow them to undertake their duties effectively.

12.0 Monitoring and record keeping

The Housing Services Manager will report on legionella management to the Management Committee on a monthly basis through the Health & Safety Report and will also provide an annual report on the risk assessment programme.

A Water Systems Asset Register will be maintained and will record dates of testing, certificates received, risk assessments and renewal dates as well as details of any escalation actions, programme of works, categorisation of risk for each property and correspondence, if any, with tenants. The register is located at <..\..\Maintenance Folder\Health & Safety\LegionellaWater Systems Asset Register.xlsx>

All records relating the legionella management will be stored in CHA's computerised database and filed by order of scheme, block, unit – [..\..\Maintenance Folder\Landlord Compliance](#)

Appendix 1

Hot and Cold Water Services

Service	Task	Frequency
Hot water services	The water temperature from 'Sentinel Taps' should be at least 50°C within a minute of running the water	Monthly
	The input water temperature to TMVs should be at least 50°C within a minute of running the water	Monthly
	The outgoing water temperature from the calorifier should be at least 60°C, and the return to the calorifier at least 50°C	Monthly
	Drain the calorifier checking for debris, inspect, and clean as necessary	Annually
	The water temperature from a representative number of taps on a rotational basis, should be at least 50°C within a minute of running the water	Annually
Cold water services	The water temperature from 'Sentinel Taps' should be at below 20°C within two minutes of running the water	Monthly
	Check incoming water temperature (at least once in the winter and once in the summer) The water temperature should preferably be below 20°C. The most convenient place to measure is usually at the ball valve outlet to the cold water storage tank.	Six-monthly
	The water temperature from a representative number of taps on a rotational basis, should be below 20°C within two minutes of running the water	Annually
	Visually inspect cold water storage tanks. Carry out remedial works as necessary.	Annually
Shower heads	Dismantle, clean and descale shower heads and hoses	Quarterly, or more frequently, as indicated by the risk assessment
Little-used outlets	Flush through and purge to drain, or purge to drain immediately before use, without release of aerosols	Weekly
Thermostatic Mixing	Inspect, clean, and maintain. Undertake fail-safe checks	As indicated by risk assessment

Valves (TMVs)		or according to manufacturer's instructions
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For Office Use Only – Actions

Customer Consultation Required/Arranged	No
Intranet Update	Yes
F Drive Update	Yes
Website Update	Yes
Leaflet change required?	No
Newsletter Promotion?	Yes
Other information updated, e.g. posters, automatic email responses, post cards, answering machine messages, etc.	No
Equality Impact Assessment completed	No