



Water Safety Policy

(Incorporating Legionella Control)

In Partnership With



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You can also contact us using our online reporting forms. Please note our website is speech enabled and you can adjust the size of the text and translate it to other languages.

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact our Customer Services Team on 0800 408 2000.

Bengali

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Chinese

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

Gujarati

જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં જોઈતો હોય, અથવા જો તમને ઈન્ટરપ્રિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારો સંપર્ક સાધો.

Polish

Aby uzyskać ten dokument w innym języku lub formacie, albo jeżeli potrzebujesz usług tłumacza, skontaktuj się z nami.

Urdu

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔

Translation reads:

If you would like this document in another language or format or require the services of a translator, please contact us.

STATUS (Draft / Approved / Updated / Archived)	REFERENCE
APPROVED	
Important Notice: Printed paper copies of this procedure are <u>uncontrolled</u> . The current controlled version of this policy is available on the Internet and the controlled Policy & Procedure is on the Intranet.	

Documentation Master Sheet
 Amendments to this Document are Detailed Below

Version Number	Date Amended	Comments	Date Approved	Author	Approved By
1	29/03/07	Draft		CTC	
2	19/4/07	Final	18/04/2007	PDM	Services & Operations Committee
3	29/04/08	Major Update	24/09/2008	LDP	Services & Operations Committee
4	11/03/10	Update	23/06/2010 29/06/2010	JM	Services & Operations Committee Customer Forum
5	01/03/2012	Minor Updates	01/03/2012	IH	Head of Property Services

Summary of most recent changes (Version 5):

General update.

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An introduction to Gloucester City Homes

Gloucester City Homes is an Arms Length Management Organisation (ALMO) and manages the whole of the Council stock, comprising of 4585 rented dwellings, 61 shared ownership dwellings and 254 leasehold flats. There are fourteen sheltered or semi-sheltered schemes, providing support for 466 tenants. In addition, there are 10 community scheme managers' offices; 3 offices for Tenants and Residents groups; The Matson "One Stop Plus" Office; 609 garages, and 200 parking spaces. GCH also manages and maintain land designated as 'Housing Land' by the City Council.

We deliver a range of services for tenants including:

Tenant Needs: Delivering the key housing management functions including:

Estate and Tenancy Management services, cleaning and care taking and housing related support services under the Supporting People programme;

Sheltered Housing schemes for older people;

Rent accounting, collection and enforcement;

Leasehold Management and shared ownership;

Enforcement of tenancy conditions including the management of anti-social behaviour policy;

Managing lettings, voids and under-occupation.

Resident involvement and promoting tenant participation, ensuring tenant involvement in monitoring and reviewing service standards;

Response Repairs and Voids

Managing and delivering an annual investment programme for our stock, which meets Decent Homes, other capital programmes, repairs and sustainability issues.

Procuring services and partners, which effectively meet our investment programmes;

Policy Background

Water safety is essential to ensuring that our customers are not exposed to Legionella or scalding.

Legionella are bacteria that are common in natural rivers and lakes, etc and artificial water systems, (eg hot and cold water systems storage tanks, pipe work, taps and showers).

Legionella are usually associated with larger water systems, (e.g. in factories, hotels, hospitals and museums, and cooling towers), but they can also live in smaller water supply systems used in homes and other residential accommodation.

Other potential sources of Legionella include spa and whirlpool baths, humidifiers, drinking water systems, water features and fire-fighting systems (sprinklers and hose reels). Legionella can survive in low temperatures, but thrive at temperatures between 20°C and 45°C. High temperatures in excess of 50°C will kill them.

Legionella bacteria can multiply in hot or cold water systems and storage tanks in residential properties, and then be spread, (e.g. in spray from showers and taps). Although the generally high throughput and relatively low volume of water held in smaller water systems reduces the likelihood of the bacteria reaching dangerous concentrations, a risk assessment must still be carried out to identify and assess potential sources of exposure. A course of action must then be introduced to prevent or control any risk, which has identified.

Legionnaires' disease is a potentially fatal form of pneumonia caused by the Legionella bacteria. It can affect anybody, but some people are at higher risk, including those over 45, smokers and heavy drinkers, those suffering from chronic respiratory or kidney disease, and people whose immune system is impaired.

Policy Statement

This Policy & Procedures apply to the stock managed by Gloucester City Homes on behalf of Gloucester City Council. It does not cover the offices leased by Gloucester City Homes at: Atlantic Suite, Southgate House, Southgate Street, Gloucester.

Gloucester City Homes (GCH) is committed to protecting the health, safety and welfare of its customers and employees. GCH recognise that 'The Health and Safety at Work etc Act 1974' extends to the risk from Legionella bacteria that may arise from work activities.

As well as the Act, there are three sets of Regulations and an Approved Code of Practice (ACoP) that apply to the control of Legionella bacteria in water systems. These are: -

The Control of Substances Hazardous to Health Regulations 2002 (COSHH)

The Management of Health and Safety at Work Regulations 1999 (MHSWR)

Legionnaires' disease. The control of Legionella bacteria in water systems. Approved Code of Practice and guidance L8 (ACoP L8)

A summary of the requirements of the above and more information about Legionella is contained within this policy.

This policy applies to all GCH staff and its Partners/Consultants/Contractors involved with maintenance or the provision of water systems, supervising such work, or issuing contracts for work. All must fully familiarise themselves with the contents of this document and implement the actions detailed within.

Gloucester City Homes recognises the need to protect its employees and others from the harmful effects of Legionella by: -

Complying with the above Regulations,

Providing standards not less than those set out in the ACoP, L8

Appointing a person or persons, to take managerial responsibility and to provide supervision,

Taking all reasonable steps to prevent its employees and others from breathing in droplets of water containing harmful levels of Legionella,

Keeping the appropriate records, and

Providing appropriate training.

GCH policy is to remove, wherever possible, the risk at source. Only when this is not feasible are control measures implemented.

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