

Water safety at home

জল সংক্রান্ত নিরাপত্তা

防水安全

पाणीची सुरक्षा

Bezpieczeństwo wodne

پانی سے محفوظ رہنا

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The Government Standard

Water safety at home

This leaflet explains how water safety can be improved in your home.

What is legionnaires' disease?

Legionnaires' disease is a kind of pneumonia that can kill. It can affect anybody. However, it mainly affects people who are vulnerable. This may be due, for example, to age, illness, a lowered immune system, or smoking.

A bacterium called *Legionella pneumophila*, and some other bacteria cause the disease. These live in rivers, lakes and reservoirs.

They are normally in low numbers. They can also live in purpose-built water systems. These include hot and cold-water systems, storage tanks, pipe work, taps and showers.

In the right conditions, the bacteria may grow. This increases the risk of legionnaires disease. So it is important to control the risks.

The risks tend to be higher in larger water systems. This includes those in factories, hotels, hospitals,

museums and cooling towers. But the bacteria can also live in smaller water-supply systems used in homes and other residential accommodation.

Legionella can survive in low temperatures, but thrive at 20 C (68 F) to 50 C (122 F).

Temperatures of 60 C (140 F) and over will kill Legionella.



How to reduce the risk of Legionella in your home

The risk of Legionella is very low, but you can take steps to avoid it. The risk is greater when you move into a new home. It's also higher if you are returning after a long break.

- keep your water cistern covered, insulated, clean and free from debris

- make sure your pipe work is insulated. If it isn't, ask us to do it for you
- run your shower or hot-water tap continuously for at least 5 minutes when you move in or return after a long break. This flushes out any bacteria.

Please remember that if you are going away for over 2 weeks, let us know. Then we won't think you have abandoned your home.



What we do to reduce the risk of Legionella

We are responsible for some large water tanks in blocks of flats, which supply more than one home. We arrange regular checks of these water systems for Legionella.

Hot water

Accidents involving overheating hot water cylinders are thankfully rare.

However if you know the warning signs, you can help to make sure you and your family are safe if your cylinder does overheat.

These are the warning signs to look out for:

- excessively hot water coming out of the hot water taps
- excessive noise or 'bubbling' from the hot water cylinder

- hot water coming out of certain cold water taps (some storage cisterns also feed cold water taps in the bathroom)
- steam/moisture in the roof space.

If you think your thermostat may be overheating, please turn it off and contact us on 0800 408 2000.

If you report a problem with an immersion heater, we will check whether any of the warning signs are present.

We will ensure that all immersion heaters we repair or replace have a safety cut out feature.

For more information please contact us, or visit www.gloscityhomes.co.uk or GCHTV on the Looking Local service.

You can also contact Gloucester City Council's Environmental Services on 01452 396396.

Contacting us

Customer Services Team, Gloucester City Homes, Atlantic Suite,
Southgate House, Southgate Street, Gloucester GL1 1UB

Customer Services Line: 0800 408 2000 (freephone)
or 01452 530626 (normal call charges apply)

Text: 0778 148 2656 **Fax:** 01452 396599 **Minicom:** 01452 396161

Email: customer.services@gloscityhomes.co.uk

Web site: www.gloscityhomes.co.uk **Digital TV:** GCHTV on Looking Local

You can also contact us using our online reporting forms. 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 us.

আপনি যদি এই ডকুমেন্টের কোন অংশের ব্যাখ্যা, অনুবাদ অথবা বড় অক্ষর, অডিও অথবা ব্রেইলের মত অন্য কোন ফরম্যাটে চান তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন। Bengali

如果您希望我們解釋、翻譯本文檔，或提供大字體、音頻或盲文等其他版本，敬請聯繫我們。 Chinese

જો આપને આ પુસ્તકમાંના કોઈપણ ભાગની સ્પષ્ટીકરણ જોઈતી હોય અથવા આ પુસ્તક અન્ય ભાષામાં અથવા રૂપમાં જોઈતી હોય, દાખલા તરીકે, મોટા અક્ષરોમાં, ઓડીયો પર અથવા બ્રેઇલમાં, તો કૃપા કરી અમારા સાથે સંપર્ક કરો. Gujarati

Proszę zgłosić się do nas po uzyskanie wyjaśnień, przetłumaczenia względnie uzyskania niniejszego dokumentu w większym druku, w postaci dźwiękowej lub języku dla niewidomych. Polish

اگر آپ اس دستاویز کے کسی حصے کی وضاحت، ترجمہ یا کسی اور شکل میں جیسے کہ بڑے حروف، آڈیو یا ابھرے حروف میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی ہم سے رابطہ کریں۔ Urdu