



City of London Corporation
Department of Community & Children's Services
Housing Service

WATER SAFETY POLICY

Approved by:	<i>Housing Management & Almshouses Sub-Committee</i>
Original Approval Date:	
Review Date:	
Re-Approval Date	
Next Review Date	<i>**3 years from re-approval**</i>

1. Purpose

This policy provides an overview of how City of London's water safety obligations will be met in buildings owned or managed by the Housing Division. This includes residential premises, communal areas in residential buildings and on wider estates, and other premises such as community rooms.

It will be supported by a Water Safety Management Plan providing more detailed guidance and procedures.

2. Aims of this Policy

The aims of this policy are to:

- ensure that we provide a safe environment for residents, employees and visitors who live, work at, or visit our properties
- establish key principles that will provide water safety and control the legionella bacteria
- help us achieve and sustain 100% water safety management compliance
- provide clear lines of responsibilities for the management of potable water, non-potable water and the control of legionella

3. Scope

This policy applies to:

- Properties and offices owned or managed as part of the Housing Revenue Account (HRA), including communal facilities such as community rooms
- The City of London and Gresham Almshouses
- The Barbican residential estate and associated communal facilities

4. Legislation

This policy operates within the context of regulatory legal frameworks as follows:

- The Health & Safety at Work Act 1974
- The Health and Safety at Work Regulations (1999)
- Management of Health & Safety at Work Regulations (1999)
- Workplace (Health, Safety & Welfare) Regulations 1992
- The Control of Substances Hazardous to Health Regulations 2002 (COSHH)
- The Building Regulations 2010 (and amendments)
- Provision and Use of Work Equipment Regulations 1998
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (2013)
- Construction Design and Management Regulations 2015
- Landlord and Tenant Act 1985
- The RSH Regulatory Standards (Safety and Quality Standard)
- Approved Codes of Practice (ACoP) (Health and Safety Commission)
 - ACoP L8: Legionnaires Disease – The control of legionella in water systems

- HSG 274. Legionnaires Disease Technical Guidance
 - Part 1: The control of legionella bacteria in evaporative cooling systems.
 - Part 2: The control of legionella bacteria in hot and cold-water systems.
 - Part 3: The control of legionella bacteria in other risk systems.
- BS 8580:2010 (Water Quality – Risk assessments for Legionella control – Code of Practice).
- Notification of Cooling Towers and Evaporative Condensers Regulations 1992

5. Regulator for Social Housing – Regulatory Standards

We will ensure that we meet all our legal responsibilities under the relevant and current compliance legislation for the health and safety of occupants in their homes.

This policy will assist us in complying with the Safety and Quality Standard set by the Regulator for Social Housing.

6. The Policy Approach

The Housing Division will:

- ensure each property has a valid legionella risk assessment
- ensure annual and regular testing, checking, monitoring, sampling and cleaning of tanks are carried out in line with the recommendations of the legionella risk assessment for the property
- ensure the actions undertaken, or readings taken, are recorded in the Control of Legionella Logbook.
- ensure the routine management and monitoring of water safety will include temperature testing with escalation actions where temperatures are between 20-45°C, flushing low use water outlets, cleaning and disinfection of relevant components
- ensure the routine monitoring and testing regimes are detailed within the site management procedure
- take appropriate action if access is refused to assess or maintain an installation where responsibility for the management of water safety and the control of legionella rests with the Housing Division
- ensure all potable (drinking) water and non-potable water installations that are the responsibility of the Housing Division will be maintained and repaired to 'approved standards' and regularly tested, checked, monitored, sampled and cleaned in line with the actions and intervals recommended in the legionella risk assessment
- consider information regarding the support needs of the tenant(s) and staff. The process will be detailed in the Water Safety Management Procedure.
- proactively assess data (where available) for relevant information about the tenant to help gain access (disability, vulnerability etc). The process will be detailed in the Water Safety Management Procedure.

7. Water Safety (Legionella) Risk Assessments

Legionella risk assessments shall be undertaken in accordance with the Water Safety Management Procedure and shall include the property type/tenure and frequency of inspections.

8. The Control of Legionella

Property legionella risk assessments will be routinely assessed and validated to ensure suitability and validity; recorded on the water safety management tracker and will be retained for 5 years after a reassessment has taken place and include the following as a minimum:

- Consider who may be especially at risk
- Evaluate and eliminate or reduce the risk from legionella as far as is reasonably practical and provide general legionella precautions to deal with any residual risk
- There are any major works undertaken that affect the hot and/or cold water supply such as the replacement of the boiler, the replacement or provision of a main hot water heater, the installation or replacement of bath/shower room appliances, etc.
- It becomes apparent through the regular checks that the existing control measures are no longer effective highlighted by a pattern of increased contaminated samples.
- Any other reason that demonstrates that the legionella risk assessment is no longer valid.

Legionella control measures and remedial work resulting from the legionella risk assessment will be prioritised and a timescale for action applied; a regular regime of monitoring and testing will be undertaken to minimise the risk of legionella. The procedures, including timescales for completing all water risk assessment actions, are detailed in the Water Safety Management Procedure.

9. Scalding

Scalding can occur in many situations in all properties or offices owned and/or managed by the Housing Division. Where deemed necessary by an Occupational Therapist or other appropriate person, temperature controls in the form of a Thermostatic Mixing Valve (TMV, sometimes called a thermostatic blending valve) will be implemented.

The TMVs will be set in accordance with the Health Technical Memorandum 04-01: Safe water in healthcare premises guidelines which refers to maximum hot water and surface temperatures for safe use.

10. Water Safety Management Commitments

The Housing Division will work within the following commitments:

- The Housing Division will implement this policy to aim to achieve 100% compliance with the requirements Section 3 (2) of the Health and Safety at Work Act 1974 (HASWA), Management of Health and Safety at Work

Regulations 1999, Control of Substances Hazardous to Health Regulations 2002 (COSHH) and HSG 274 Approved Code of Practice (ACOP)

- Identify and assess the risks of Legionellosis where water systems are present in the workplace and to domestic properties and remove or minimise the risks by taking reasonable precautions.
- All detailed water risk assessments will be undertaken within the inspection programme timescales by persons who are competent, experienced and have been correctly trained to carry out these duties
- Legionella risk assessments are desktop reviewed annually.
- General precautions are taken and/or actively seek to remove potential water safety risks through the delivery of ad-hoc or planned programmes of work in all our properties
- If properties are going to be untenanted and empty for a period of more than 7 days, the hot and cold water outlets will be flushed on a weekly basis during the period when the property is void
- If properties are going to be void for longer periods, the water supply should be turned off and the pipework drained down. Prior to occupation or reoccupation, the system is to be flushed and shower heads & spray taps disinfected before a tenant occupies the property
- Regular routine water checks and testing are undertaken to mitigate the risk of the legionella bacteria developing and actions/findings following these checks will be actioned
- Where required/recommended all hot water outlets in bath/shower rooms, en-suites and W.C.s will have TMVs fitted
- Regular routine temperature checks and testing of TMVs (where installed) will be undertaken to mitigate the risk of scalding
- Ensure that, in line with the recommendations of HSE ACoP L8, all City of London employees that are involved in the management of water safety receive appropriate training and refresher training in order to understand and appreciate our responsibilities as Landlord and the actions required to ensure water safety is not compromised

11. Record Keeping

The certificate and details of the legionella risk assessments will be held in the Water Safety Management Tracker (WSMT) section of the Compliance Master Spreadsheet. The water safety management contractor will provide an electronic copy of the risk assessment, the details of which are to be checked and recorded in the WSMT and filed in a public Compliance folder by year and property.

- Compliance with the WSMT shall be reported to Senior Management on a quarterly basis
- All records relating to WSM shall be kept for a minimum of 5 years
- Legionella risk assessments will be held for a period of 5 years after the LRA is no longer valid
- We will carry out regular validation checks to ensure all properties have a valid LRA and any new properties added to the WSMT
- An LRA will be undertaken on all new properties to be brought into management plus any properties where the LRA is considered to be invalid due to a fundamental change in the profile of the tenant(s), major works have been

undertaken, there has been a pattern of issues with contamination or other issues which suggest that the LRA is no longer valid. The new LRA will supersede the old LRA. The WSMT will be updated with details of the new LRA and an electronic copy of the new LRA filed in the WSM folder by year and property

- There will be a detailed record of all attempts to gain access and we will take all necessary steps to ensure access is obtained through following legal best practice. The process will be detailed in the Water Safety Management Procedure
- The water safety contractor will provide an electronic copy of any additional or ad-hoc works record sheet which will be checked and retained

12. Contractor's competence

We will ensure that water safety management works are only undertaken by technicians that are competent and the following controls will operate to ensure competence can be demonstrated:

- Only those legionella/water safety management contractors registered with and licensed by the HSE and/or Legionella Control Association and approved by the Housing Division, will be permitted to carry out work in properties that we own or manage.
- Contractors will only use UKAS approved laboratories for the analysis of water or other samples taken.
- All associated water safety related works will be undertaken by appropriately trained and competent operatives. This will include a competence assessment against the nature of the work to be completed.
- Contractor accreditations will be monitored and regularly updated.

13. Regular temperature checking and flushing

Regular weekly or monthly temperature checking and flushing of little used outlets is to be carried out by competent site staff that have the appropriate equipment.

- Only site staff that have received suitable training and instruction can undertake the regular temperature checking, flushing, monitoring and recording regimes
- The regular weekly or monthly temperature checking, flushing, monitoring and recording regimes should be undertaken, as far as possible, at the same time and day each week/month
- The fact that the action has been undertaken and the findings from the action are to be recorded in the Control of Legionella Logbook
- If any issues are identified during the checks these should be reported to City of London without delay

14. Site Staff Competence

The Responsible Person is responsible for undertaking the regular weekly or monthly temperature checking, flushing, monitoring and recording regimes stipulated in the LRA.

City of London will ensure that the Responsible Person is aware of their responsibility to ensure that all their staff that are involved in water safety management have received appropriate training and provided with the appropriate equipment in order to carry out the regular temperature checking, flushing, monitoring and recording regimes as required.

The Responsible Person is responsible for the ongoing review of the competence of the site staff carrying out water safety management actions any refresher training found to be necessary and the induction and training in water safety management of any new or temporary staff expected to undertake the regular water safety management actions.

15. Monitoring

The Assistant Director of Housing Management will act as Duty Holder and will receive regular reports on the performance of this policy. The Duty Holder is accountable for ensuring its implementation and are responsible for ensuring that any necessary remedial work necessary and remedial actions are undertaken to comply with the policy.

The Assistant Director of Housing Management will retain the overall responsibility for the monitoring and consistent implementation of this policy.

The Housing Compliance Manager will be the designated Responsible Person and will be responsible for:

- Implementing the policy on a day-to-day basis ensuring that any necessary remedial works or actions are undertaken and that sufficient competent resources are in place to ensure their capability to comply with this policy. The duties are detailed in the Water Safety Management Procedure.
- Ensuring that any properties which are added to the portfolio are assessed, added to the water safety management tracker and included in the water management programme. The WSMT to be reconciled against the Housing Division stock list on a quarterly basis, i.e. where new build properties, new acquisitions or new leased properties are taken into management by us.

The Compliance Manager will be responsible for producing a monthly report to ensure performance can be measured. Metrics will include:

- No. of homes requiring Legionella Risk Assessments
- No. of homes with valid Legionella Risk Assessment
- Proportion of properties with Legionella Risk Assessment (%)
- Cold Water Storage Tanks
- Cold Water Storage Tanks with valid Legionella Risk Assessment
- Proportion of Cold Water Storage Tanks which are compliant

The Compliance Manager will, on a regular basis, check that a copy of the current LRA and Written Statement are available on site.

The Compliance Manager will also ensure that the Control of Legionella Logbook is up to date.

Water Safety Management will be monitored on a quarterly basis by the Compliance Manager to ensure that relevant issues are identified at an early stage.

16. Commitment and Review

Bearing in mind the profile and/or vulnerabilities of some of City of London Housing Division's tenants, water safety is a high-risk area, and this policy will be reviewed on a three-year basis. A strategic review will be undertaken every 3 years which will include all operating procedures.

17. Communication

The Housing Division considers good communication essential in the safe delivery of water safety management and will therefore ensure that relevant information is provided to residents.

18. Related documents

- Housing Strategy
- Housing Asset Management Strategy
- Estate Management Policy
- Repairs & Maintenance Policy
- Health and Safety Policy

19. Equalities

This Policy has been subject to an equalities test of relevance and will be implemented in accordance with our responsibilities and duties under relevant legislation, including the Equalities Act 2010.


20. Data Protection

We will comply with our obligations under relevant data protection legislation and regulations. We will process and store personal information securely.

21. Policy Exceptions

We may make an exception to the approach outlined in this policy if the circumstances require it and it is reasonable to do so. Our reasoning can be provided to the affected parties on request.

22. Document Management

Department of Community & Children's Services Housing Service		
Policy Title: Water Safety		
Document Owner: Head of Repairs and Maintenance		
Date Approved: <ul style="list-style-type: none"> • (original) • [DATE] (this version) 		
Version:	Last amendment:	
Effective date:	Next review date:	
Changes: <ul style="list-style-type: none"> • 		