

Water Hygiene Policy



MONITORING INFORMATION:

POLICY/PROCEDURE/STRATEGY:

WATER HYGENE POLICY

DATE APPROVED:

JANUARY 2026

EXPIRY DATE:

JANUARY 2027

OWNER:

HEALTH & SAFETY MANAGER

APPROVAL ROUTE:

HEALTH & SAFETY COMMITTEE

Water Hygiene policy

1. Purpose

- 1.1. This policy sets out Teign Housing’s commitment to managing risk from Legionella bacteria and other waterborne pathogens in our communal water systems and individual dwellings. Our aim is to protect our residents, staff, contractors, and visitors, ensuring compliance with the Health and Safety at Work etc. Act 1974, the Control of Substances Hazardous to Health Regulations 2002 (COSHH), the Management of Health and Safety at Work Regulations 1999, and HSG 274 part 2 and 3 guidance on Legionnaires disease.

2. Scope

- 2.1. The policy applies to:

- All communal water systems in Teign Housing managed residential buildings, including cold and hot water systems, storage tanks, risers, showers, and taps.
- Water systems and fittings within individual dwellings, including domestic hot and cold water systems, showers, and taps.
- Any water storage or treatment equipment provided by Teign Housing.

3. Associated Policies and Procedures

- 3.1. This policy is supported by the following documentation:

- Health and Safety Policy
- Electrical Safety Procedure
- Fire Safety Policy
- Operational Water Hygiene Procedure

4. Policy

- 4.1. Teign Housing is committed to maintaining all water systems to prevent the growth and spread of Legionella bacteria. To achieve this, we will:
- 4.2. Maintain a planned inspection, monitoring and maintenance programme for communal and individual water systems in accordance with HSG274 guidance and relevant legislation.
- 4.3. Conduct regular risk assessments of water systems to identify potential hazards, including temperature control, stagnations, and biofilm formation.
- 4.4. Implement control measures identified in risk assessments, including water temperature management, flushing regimes, disinfection and routine cleaning of tanks and outlets.
- 4.5. Respond promptly to any reported water system faults, ensuring residents are protected and corrective actions are taken without delay.
- 4.6. Ensure that any new water systems or modifications to existing systems are designed, installed, and commissioned in a manner that minimises Legionella risk.
- 4.7. Ongoing Competence and Capability
 - 4.7.1. Teign Housing will ensure that contractors are competent and qualified to carry out risk assessments, monitoring and remedial works in line with legislation and HSG274 guidance.
 - 4.7.2. Teign Housing will ensure that staff involved in managing, inspecting, or maintaining water systems will receive appropriate training and refresher training.

5. Record Keeping

- 5.1. Teign Housing will maintain records of all risk assessments, monitoring, maintenance, and remedial actions, ensuring that these are accessible for audits, inspections, and management review.

6. Resident Communication and Support

- 6.1. Residents will be provided with clear guidance on safe water use, including instructions for flushing seldom used outlets and reporting any issues.
- 6.2. Fault reporting mechanisms will be simple, accessible and enable rapid intervention.

7. Incident Report

- 7.1. We are committed to learning from incidents and near misses to improve safety across our properties and operations.
- 7.2. All incidents related to water safety will be recorded in our incident reporting system. Incidents will be investigated to identify root causes and determine preventative actions. Where incidents involve technical faults or serious harm, Teign Housing may seek support from external Legionella specialists to ensure a thorough and competent investigation. Findings will inform preventative actions and future safety improvements.

8. Review

- 8.1. The Health and Safety Manager will review this policy annually, or sooner in response to significant changes in legislation, risk profile, or organisational structure. Lessons learned from incidents, audits, and external inspections will inform policy updates.
- 8.2. Performance data, temperature monitoring compliance rates, defect resolution times, and contractor performance metrics, will be reviewed as part of the annual policy review to support continuous improvement and assurance reporting.

9. Governance and Assurance

9.1. Performance Reporting

9.1.1. Water hygiene control performance will be reported to the Health and Safety Committee and reported to the Board.

9.2. Regulatory Compliance

9.2.1. Compliance with COSHH, ACOP L8 and other relevant regulations will be assured through scheduled inspections, review of maintenance records, and internal audits. External technical reviews may be commissioned where needed.

9.3. Contractor Oversight

9.3.1. All maintenance and monitoring of water systems will be conducted by approved contractors. Performance will be monitored through service level agreements, KPIs, and periodic audits.

10. Responsible Person

10.1. Teign Housing will appoint a Responsible Person to oversee Legionella control in line with ACOP L8. This role includes:

- Ensuring risk assessments are completed and kept up to date.
- Overseeing control measures such as flushing, temperature checks, and disinfection.
- Maintaining records of monitoring and remedial actions.
- Ensuring contractor competence and compliance with HSG274.
- Reporting performance to Teign Housing
- Recording incidents on Evotix Assure and escalating incidents in line with Teign Housing's escalation process.

10.2. The Responsible Person will be supported by trained staff and contractors.

11. Equality and Diversity

11.1. Teign Housing will apply this policy consistently and fairly and will not discriminate against anyone based on any relevant characteristics, including those set out in the Equalities Act 2010.

11.2. Teign Housing will conduct an equality assessment in line with our Equality and Diversity Policy.

12. Relevant Legislation and Guidance

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Building Safety Act 2022
- Building Regulations 2010 (as amended)
- Construction (Design and Management) Regulations 2015
- Housing Act 2004
- Landlord and Tenant Act 1985
- Equality Act 2010
- Housing Health and Safety Rating System
- Approved Code of Practice L8
- HSG 274
- Control of Substances Hazardous to Health Regulations 2002