

### Management/Letting Agent

- Ensure you have a signed Service Agreement / Landlord Contract to cover all points above
- The Service Agreement / Landlord Contract should confirm responsibilities and formal lines of communication.
- Have a current copy of the risk assessment and corrective actions.
- Have a system to ensure the Landlord has actioned all corrective actions detailed in the risk assessment.
- Annually or when the property is re let ensure the risk assessment is up to date and relevant to the water systems within the property.
- Annually or when the property is re let inspect the internal condition of the water tank if fitted in the property.
- Ensure the tenant has been issued with the site specific requirements for the safe use of the water systems within the property.

### Tenant Control scheme

The control scheme below has been designed to ensure the water system is safe for you the tenant to use and it is in your own best interest to follow the guidance detailed below where applicable to the water systems within the building.

- Ensure that all water outlets are used at least weekly.
  - If not flush for at least 2 minutes before use (care should be avoided to create aerosols).
  - Outside bib taps should also be flushed when not in use.
  - Dishwashers and washing machines should also be considered.
- If the property has been left empty for longer than a seven day period.
  - Flush all outlets for at least 2 minutes.
- Showers and Spray Taps should be cleaned and disinfected monthly or when there is evidence of visual contamination.
  - Most well-known supermarkets have propriety branded cleaning products to carry out this task (follow the instructions on the label carefully).
  - Dismantle, clean and descale all removable parts.
- Ensure that the hot water heater is turned on and the thermostat is set to operate at 60C
  - Ensure the water is hot at the kitchen sink.
- Report to the Landlord/Management/Letting Agent or defects in the water system within the property.

The Tenant will be issued with a detailed control scheme derived from the table taken from HSG274 below.



**Table 2.1:** Checklist for hot and cold water systems

Applicable / Not Applicable

Service	Action to take	Frequency
<b>Calorifiers</b>	Inspect calorifier internally by removing the inspection hatch or using a boroscope and clean by draining the vessel. The frequency of inspection and cleaning should be subject to the findings and increased or decreased based on conditions recorded	Annually, or as indicated by the rate of fouling
	Where there is no inspection hatch, purge any debris in the base of the calorifier to a suitable drain Collect the initial flush from the base of hot water heaters to inspect clarity, quantity of debris, and temperature	Annually, but may be increased as indicated by the risk assessment or result of inspection findings
	Check calorifier flow temperatures (thermostat settings should modulate as close to 60 °C as practicable without going below 60 °C) Check calorifier return temperatures (not below 50 °C).	<b>Monthly</b>  Ensure the water the water heater is turn on and set to operate at 60C
<b>Hot water services</b>	For non-circulating systems: take temperatures at sentinel points (nearest outlet, furthest outlet and long branches to outlets) to confirm they are at a minimum of 50 °C within one minute (55 °C in healthcare premises)	<b>Monthly</b>  Ensure the water is hot at the kitchen sink
	For circulating systems: take temperatures at return legs of principal loops (sentinel points) to confirm they are at a minimum of 50 °C (55 °C in healthcare premises). Temperature measurements may be taken on the surface of metallic pipework	Monthly
	For circulating systems: take temperatures at return legs of subordinate loops, temperature measurements can be taken on the surface of pipes, but where this is not practicable, the temperature of water from the last outlet on each loop may be measured and this should be greater than 50 °C within one minute of running (55 °C in healthcare premises). If the temperature rise is slow, it should be confirmed that the outlet is on a long leg and not that the flow and return has failed in that local area	Quarterly (ideally on a rolling monthly rota)
	All HWS systems: take temperatures at a representative selection of other points (intermediate outlets of single pipe systems and tertiary loops in circulating systems) to confirm they are at a minimum of 50 °C (55 °C in healthcare premises) to create a temperature profile of the whole system over a defined time period	Representative selection of other sentinel outlets considered on a rotational basis to ensure the whole system is reaching satisfactory temperatures for legionella control
<b>POU water heaters (no greater than 15 litres)</b>	Check water temperatures to confirm the heater operates at 50–60 °C (55 °C in healthcare premises) or check the installation has a high turnover	<b>Monthly–six monthly, or as indicated by the risk assessment</b>  Ensure the water the water heater is turn on and set to operate at 60C

**Table 2.1 (cont): Checklist for hot and cold water systems**

Applicable / Not Applicable

<b>Combination water heaters</b>	Inspect the integral cold water header tanks as part of the cold water storage tank inspection regime, clean and disinfect as necessary.	Annually
	If evidence shows that the unit regularly overflows hot water into the integral cold water header tank, instigate a temperature monitoring regime to determine the frequency and take precautionary measures as determined by the findings of this monitoring regime	
	Check water temperatures at an outlet to confirm the heater operates at 50–60 °C	Monthly Ensure the water the water heater is turn on and set to operate at 60C
<b>Cold water tanks</b>	Inspect cold water storage tanks and carry out remedial work where necessary	Annually
	Check the tank water temperature remote from the ball valve and the incoming mains temperature. Record the maximum temperatures of the stored and supply water recorded by fixed maximum/minimum thermometers where fitted	Annually (Summer) or as indicated by the temperature profiling
<b>Cold water services</b>	Check temperatures at sentinel taps (typically those nearest to and furthest from the cold tank, but may also include other key locations on long branches to zones or floor levels). These outlets should be below 20 °C within two minutes of running the cold tap. To identify any local heat gain, which might not be apparent after one minute, observe the thermometer reading during flushing	Monthly
	Take temperatures at a representative selection of other points to confirm they are below 20 °C to create a temperature profile of the whole system over a defined time period. Peak temperatures or any temperatures that are slow to fall should be an indicator of a localised problem	Representative selection of other sentinel outlets considered on a rotational basis to ensure the whole system is reaching satisfactory temperatures for legionella control
	Check thermal insulation to ensure it is intact and consider weatherproofing where components are exposed to the outdoor environment	Annually

**Table 2.1 (cont): Checklist for hot and cold water systems**

Applicable / Not Applicable

<b>Showers and spray taps</b>	Dismantle, clean and descale removable parts, heads, inserts and hoses where fitted	Quarterly or as indicated by the rate of fouling or other risk factors, eg areas with high risk patients
<b>POU filters</b>	Record the service start date and lifespan or end date and replace filters as recommended by the manufacturer	According to manufacturer's guidelines
	(0.2 µm membrane POU filters should be used primarily as a temporary control measure while a permanent safe engineering solution is developed, although long-term use of such filters may be needed in some healthcare situations)	
<b>Base exchange softeners</b>	Visually check the salt levels and top up salt, if required. Undertake a hardness check to confirm operation of the softener	Weekly, but depends on the size of the vessel and the rate of salt consumption
	Service and disinfect	Annually, or according to manufacturer's guidelines

**Table 2.1 (cont): Checklist for hot and cold water systems**

Applicable / Not Applicable

<b>Multiple use filters</b>	Backwash and regenerate as specified by the manufacturer	According to manufacturer's guidelines
<b>Infrequently used outlets</b>	Consideration should be given to removing infrequently used showers, taps and any associated equipment that uses water. If removed, any redundant supply pipework should be cut back as far as possible to a common supply (e.g. to the recirculating pipework or the pipework supplying a more frequently used upstream fitting) but preferably by removing the feeding 'T' Infrequently used equipment within a water system (i.e. not used for a period equal to or greater than seven days) should be included on the flushing regime Flush the outlets until the temperature at the outlet stabilises and is comparable to supply water and purge to drain Regularly use the outlets to minimise the risk from microbial growth in the peripheral parts of the water system, sustain and log this procedure once started For high risk populations, e.g. healthcare and care homes, more frequent flushing may be required as indicated by the risk assessment	Weekly, or as indicated by the risk assessment
<b>TMVs</b>	Risk assess whether the TMV fitting is required, and if not, remove Where needed, inspect, clean, descale and disinfect any strainers or filters associated with TMVs To maintain protection against scald risk, TMVs require regular routine maintenance carried out by competent persons in accordance with the manufacturer's instructions. There is further information in paragraphs 2.152– 2.168	Annually or on a frequency defined by the risk assessment, taking account of any manufacturer's recommendations
<b>Expansion vessels</b>	Where practical, flush through and purge to drain. Bladders should be changed according to the manufacturer's guidelines or as indicated by the risk assessment	Monthly–six monthly, as indicated by the risk assessment



## Control Scheme from RA Asset List

- Infrequently used outlet – use or flush for at least 2 minutes weekly.
- Bib taps – use or flush for at least 2 minutes weekly.
- Hose Pipes – should be left drained and empty when not in use.
- Dishwasher – use regularly or turn on weekly.
- Washing Machine - use regularly or turn on weekly.
- Showers / Spray Taps - should be cleaned and disinfected monthly or when there is evidence of visual contamination.
  
- Calorifier – should be turned on and set to operate at 60C.
- Water Heater – should be turned on and set to operate at 60C.
- Combination water Heater – should be turned on and set to operate at 60C.
- Immersion water Heater – should be turned on and set to operate at 60C.
- Point of Use Water heater – should be turned on and set to operate at 60C.
- Combi Boiler – should be turned on and set to operate at 60C.
- Gas Fired Water heater – should be turned on and set to operate at 60C.

## Standard Statement for all Control Schemes

- If the property has been left empty for any reason including holidays longer than a seven day period.
  - Flush all outlets for at least 2 minutes.

