



Solihull
Community Housing
Shaping our neighbourhoods

Water Hygiene Management Policy 2024



Water Hygiene Management Policy

Contents

INTRODUCTION	2
<i>AIM:</i>	2
THE MANAGEMENT PLAN	2
ROLES AND RESPONSIBILITIES	5
<i>CHIEF EXECUTIVE (DUTY HOLDER)</i>	5
<i>EXECUTIVE DIRECTORS</i>	5
<i>HEADS OF SERVICE</i>	6
<i>HEAD OF BUILDING SAFETY</i>	6
<i>SAFER HOMES RESPONSIBLE CONTRACT OFFICER</i>	6
<i>HEALTH AND SAFETY SUPPORT TEAM (HSST)</i>	7
<i>EMPLOYEES</i>	7
<i>TENANTS AND LEASEHOLDERS</i>	7
<i>CONTRACTORS</i>	8
COMMUNICATION	8
TRAINING	9
CUSTOMER CONTACT	9
PERFORMANCE MANAGEMENT AND QUALITY ASSURANCE	10
REVIEW	10
APPENDIX 1	11
<i>POLICY CONTEXT AND LEGISLATIVE FRAMEWORK</i>	11
APPENDIX 2	13
<i>PROCESS MAPPING</i>	13
APPENDIX 3	14
<i>CHECKLIST FOR HOT AND COLD WATER SYSTEMS</i>	14

Introduction

Aim:

This policy sets out:

1. how Solihull Community Housing (SCH) will minimise the risk to and protect the health and wellbeing of residents, visitors, and staff from the Legionella bacteria which causes Legionnaires' Disease;
2. how SCH will comply with the legal duties implied upon landlords; and
3. a working framework for staff and Board Members which details their individual responsibilities.

Scope

This document relates to all properties owned, occupied or operated by SCH in its capacity as an Arms Length Management Organisation (ALMO) on behalf of Solihull Metropolitan Borough Council (SMBC).

Link to Corporate Objectives

This policy answers to the following strategic aim:

'Ensuring our homes and customers are safe'

For Additional Relevant Information- see Appendices

Appendix 1: Policy Context and Legislative Framework

Appendix 2: Process mapping

Appendix 3: Checklist for Hot and Cold Water Systems

The Management Plan

The SCH preferred means of controlling Legionella in all its properties is by storing hot water above 60°C and distributing it at 50°C. When cold water storage tanks are present, the scope of inspection is extended to ensure they are fit for purpose, clean and that a cover is provided. Other control measures employed include:

- Ensuring that the release of water spray is properly controlled
- Ensuring water cannot stagnate anywhere in the system by keeping pipe lengths as short as possible and/or by removing redundant pipe work
- Keeping the system and the water in it clean

SCH will complete a programme of risk assessments, inspections, cleansing, disinfection and sampling on all of its water installations.

Each risk assessment will contain direction as to how the risk is to be eliminated, or, where this is not possible, how the risk is to be managed.

SCH will take a risk based approach to these undertaking risk assessments (and any recommendations arising from these assessments) according to whether the installation is in an office, an individual property or has communal areas / facilities in general needs or supported housing, and whether the water systems in the property include a storage tank or not.

The degree to which this activity will take place for each property will be determined by the risk category of that dwelling. These different approaches are summarised below:

Risk Category	Definitions	Approach
Low	<ol style="list-style-type: none"> 1. Individual housing unit with domestic-type water system 2. Cold water is directly from mains supply (i.e. no cold water storage) 3. Hot water is fed from instantaneous or low volume heaters 	<p>It is impractical for the landlord to carry out regular weekly, monthly or annual checks on all installations in this risk category. Risk assessments will be carried out to an annual sample of 1% of these properties by a specialist company</p>
Low/Medium	<p>Individual housing unit with vented cylinder and water storage tank</p>	<ol style="list-style-type: none"> 1. An annual inspection will take place to visually check the condition of the water storage tank, calorifier and hot and cold plumbing system. 2. Taps and shower heads/hoses will be inspected and de-scaled as required. 3. Cold water storage tanks will be cleaned and disinfected if there is excessive sediment or there are concerns about the water quality. If it is necessary to disinfect a cold water storage tank and associated plumbing system, microbiological samples will be taken 2 – 7 days afterwards to confirm the system is clear.
Medium	<p>Void properties</p>	<ol style="list-style-type: none"> 1. There will be a full flushing of the system prior to letting the property or a draining of the installation where the property is to remain vacant for a period over 25 days. 2. SCH will remove any dead legs of pipework during the void process 3. SCH will remove higher risk water storage tanks where possible – where not, SCH will ensure that any water tank is clean, has a lid and is adequately lagged. 4. Replacement of shower heads and hoses 5. Set the temperature of the calorifier to ensure water is stored at 60C and distributed at 50C minimum at the furthest outlet 6. Documented evidence will be provided by the voids team that these requirements have been met.
High	<p>Assets with multiple occupants sharing stored water facilities e.g.</p> <ul style="list-style-type: none"> • All buildings with Communal Storage Tanks 	<ol style="list-style-type: none"> 1. Biennial Risk assessments, Annual reviews, inspections, sampling and cleansing of the installation will be

Risk Category	Definitions	Approach
	<ul style="list-style-type: none"> • Sheltered & Supported Housing Schemes (including communal areas) • Hostel Accommodation • Offices • Community Centres 	<p>undertaken by a Water Safety Specialist contractor.</p> <p>2. Tank inspections and temperature checks and outlet temperature checks every will be completed every six months</p> <p>3. Where risk assessments determine it to be appropriate, SCH will introduce a programme of potable tank samples, tank temperature recording, quarterly disinfection of the shower heads and hoses for shared showering facilities and weekly flushing of rarely used water outlets.</p>

Where required each site will have a specific written scheme and risk assessment that is reviewed every two years by a Water Safety Specialist

SCH will keep a record of the significant findings of each risk assessment as well as the results of routine monitoring for a minimum of five years.

When cold water storage tanks are present, an annual programme will ensure that any water tank is clean, has a lid and is adequately lagged.

Contractors carrying out the annual gas, oil, LPG, ASHP and unvented cylinders services are required to set the temperature on the boiler to 60°C. and to identify and report any dead legs found.

All risk assessments will be undertaken by a competent person. Where contractors carry out risk assessments, testing, works or checks on SCHs' behalf they will be appropriately qualified and UKAS accredited to ISO/IEC17020 standard and be a member of the Legionella Control Association (LCA). All staff responsible for managing contracts relating to legionella

SCH will have access to a 'Live' database which records the results of all risk assessments including remedial action

On new developments, refurbishments and when carrying out planned improvements, SCH will, where possible, design out risks where possible, for example by installing a combination boiler instead of a storage tank system (though some properties will continue to require storage tank systems to meet their needs).

When risk assessments identify required works to remove or reduce risks, they will be carried out as 'routine' responsive repairs unless the risk assessment recommends a different timescale.

In the event of confirmation of the presence of Legionella at a location dedicated as a care home, SCH will:

- notify the Care Quality Commission

Following any inspection by HSE/EH, SCH will arrange for the following when these bodies confirm it is appropriate to do so:

- Using a specialist contractor, carry out temperature checks to ensure the holding temperature for hot water is >60°C; outlet temperature for hot water is >50°C at the furthest hot water outlet; cold water storage and circulating temperature is <20°C;
- flush all relevant outlets;
- clean and disinfect relevant parts of the system;
- clean or replace water outlets (taps, shower head/hose etc.);
- record works undertaken;
- retake water samples and arrange analysis
- reassess risk and apply proportionate controls

Roles and Responsibilities

Chief Executive (Duty Holder)

The CEO has the overall responsibility for the implementation of this policy. The key responsibilities are to ensure the organisation has sufficient resources and systems in place to achieve and maintain statutory compliance, including but not limited to:

- Ensuring adequate processes and procedures are in place to manage Water Hygiene.
- Ensuring sufficient information instruction and training is carried out.
- Monitoring the performance of staff and contractors.
- Ensuring that members of the public, staff and contractors are not unnecessarily exposed to risk.

Although overall responsibility for Health & Safety in the workplace rests with the Chief Executive, management responsibilities will be delegated through the Organisational Structure. Executive Directors, Heads of Service, Senior Managers, Line Managers and Staff at all levels of the organisation are therefore responsible for Health & Safety at Work, though the extent of this responsibility varies according to the individual's position in the organisation.

Executive Directors

Executive Directors will assist and deputise for the Chief Executive and are responsible for the overall effectiveness of the water hygiene management policy in their areas of responsibility. They are required to nominate a deputy from within their own Directorate to liaise as required with the Responsible Person. The nominated Deputy should be a relevant Head of Service or Senior Manager who will assist and deputise for the Director. Directors will be required to:

- Have overall responsibility for compliance with the Water Hygiene Management Policy in their Directorate
- Ensure adequate resources are allocated to manage risk arising from water supplies.
- Monitor the performance of their employees against the policy.
- Ensure sufficient information instruction and training is carried out
- Advise the Chief Executive of any problem arising in connection with the management of water hygiene.

Heads of Service

Heads of Service will act as nominated deputy for their Executive Director where required.
Heads of Service will: -

- Have overall responsibility for compliance with the Water Hygiene Management Policy in their Service area.
- Ensure sufficient resources are allocated to manage risks arising from water supplies.
- Ensure that managers fulfil their responsibilities relating to the management of water hygiene
- Ensure sufficient information instruction and training is carried out within their service area
- Monitor the performance of their employees against the policy.
- Advise their Director of any problem arising in connection with the management of water hygiene.

Head of Building Safety

The Head of Building Safety is nominated and appointed by the Chief Executive to manage the day to day procedures necessary for the management of water supplies and be responsible for the strategic management of water hygiene management within the responsibility of SCH.

The Head of Service has overall responsibility for delivering statutory compliance and is responsible for the preparation and monitoring of the policy, ensuring it meets with current legislation. Further areas of responsibility are:

- writing monitoring and reviewing the policy,
- ensuring risks associated with water supplies and safety are managed effectively,
- Formulate and revise the SCH Policy every 3 years or following significant incident or change in legislation.
- Formulate and revise the Water Hygiene Management Plan.
- Facilitate Independent Expert assessments to ensure that the provisions within the Management Plan are being enforced to the standard required.
- Ensuring sufficient information instruction and training is carried out within their service area.
- Ensure risks arising from water related activities are recorded reviewed and mitigated.
- Ensure a designated deputy, The Safer Homes Team Manager is available in their absence to manage the day to day procedures and be responsible for the strategic management of water hygiene within the responsibility of SCH as well as any other duties the Head of Building Safety is responsible for should the need arise.

Safer Homes Responsible Contract Officer

The Contract officer is responsible for the day to day running of the Water Hygiene Management Plan. The Contract Officer is responsible for:

- day to day delivery of works relating to water hygiene risk assessments, testing and monitoring, and carrying out defect works as set out in certificates, reports etc,

- ensuring all related documentation complies with the Regulations and is correctly completed and stored within Open Housing and Swordfish
- acting promptly to remedy any defects,
- checking orders and invoices are correctly matched and authorising them and passing them for payment.
- monitoring the performance of maintenance staff and contractors,
- ensuring that residents, members of the public, employees and contractors are not unnecessarily exposed to risk,
- running regular monthly status reports to the Safer Homes Team Manager,

Health and Safety Support Team (HSST)

The Health and Safety Support Team is responsible for providing a competent advisory service to SCH.

The Health and Safety Support Team will also give guidance relating to suitable training to effectively manage risks arising from water supplies.

They will also ensure that all accidents/incidents/near misses reported that are notifiable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) are reported to the Health and Safety Executive.

Employees

All Employees of SCH, irrespective of their position shall:

- Take reasonable care for their own Health and Safety and that of other persons who may be adversely affected by water installations, including members of the public, tenants, visitors and contractors.
- Co-operate with Solihull Community Housing and its managers to enable compliance with this policy and the legal duties it holds.
- Halt works that, in their opinion, may present a serious risk to health of themselves or others.
- Report any incident involving water hygiene management.

Tenants and Leaseholders

This policy is to be read in conjunction with Solihull Council's current Tenancy Agreement or Terms of Lease.

- Tenants will allow reasonable access to SCH or its contractors to undertake activity in compliance with this policy.
- Tenants will not interfere with the water installation in any way which might increase the risk of Legionnaires Disease
- Tenant will report any defects of the water supply that they are aware of.
- Tenants will report if cold water is still running warm after the initial run off of any water which may have accumulated in the pipes, or if there are any problems, debris or discolouration in the water or if the boiler or hot water tank are not working properly.

- Where a property is left vacant for any time, tenants will make sure both hot and cold water systems are flushed through before re-occupying

Contractors

This policy is to be read in conjunction with SCH's Code of Conduct for Contractors. Contractors are required to immediately report any risks or concerns to the respective SCH Contract Officer or Project Manager and stop ongoing works until they are satisfied their concerns have been mitigated.

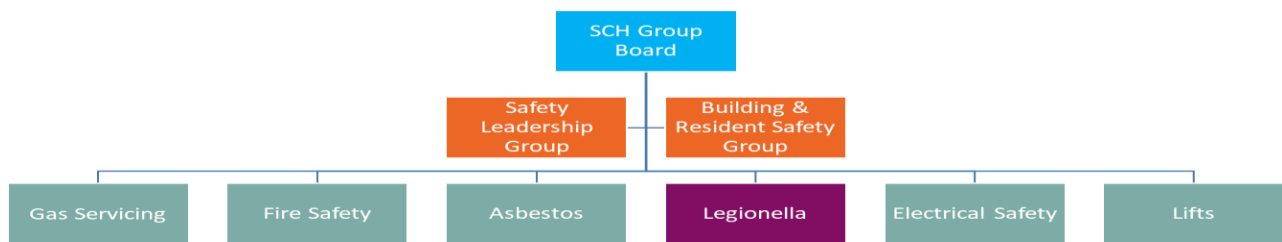
All contractors will be able to demonstrate adherence and use of information made available to them through this policy through testing as part of SCH's ongoing audit regime.

- provide required inspection certificates / reports to SCH within 7 days of undertaking the site activity
- Comply with SCH's Health and Safety Policy
- Take reasonable care for their own health and safety
- Consider the safety of other persons
- Report to management any unsafe acts or unsafe conditions that may compromise the health, safety or welfare of themselves or others, DON'T WALK BY!
- Notify SCH of any serious Health and Safety incident or near miss

The contractor is to provide SCH with relevant certification and evidence of competency prior to commencing works and is to provide SCH with copies of all legally required, and relevant documentation upon completion of works.

Communication

All SCH employees and stakeholders are required to immediately report any concerns regarding water hygiene directly to their line manager. To support this approach a formal communication system is established within SCH's communication framework to provide specialist advice and support to the organisation, as illustrated below.



Training

Solihull Community Housing shall ensure that adequate information, instruction, and training is given to their employees at levels proportionate to the risks of exposure and their roles. Solihull Community Housing will undertake regular training of managers and staff, regular building users and contracted third parties,

The Head of Building Safety will ensure that all staff responsible for water hygiene management and all appointed responsible persons:

- will receive appropriate training and annual refresher training.
- training records are up to date
- all staff currently working in this area have received appropriate training in the required timeframe.
- A record of all training completed will be kept electronically through Learning Pool

Managers are responsible for ensuring all relevant staff attend the applicable training course.

Customer Contact

SCH will use all reasonable methods of consultation and communication to increase customer's awareness and its own information regarding the hazards posed by poor water management within the stock portfolio.

Guidance on water hygiene safety will be included in the Tenant Handbook, the SCH website and once a year in the tenant newsletter, and an Information Leaflet will be provided to all new tenants when letting homes. Tenants will also be made aware of their obligations to allow access, immediate if necessary, for the association's staff or its contractors to carry out its maintenance, safety checking, servicing and repairing obligations through these means and in the conditions of their tenancy agreement.

Tenants are responsible for obtaining permission from SCH before privately installing any relevant water installation (e.g. Jacuzzi) to ensure that it is fitted in accordance with all relevant legislation and industry appropriate standards

Performance Management and Quality Assurance

Performance against key performance indicators relevant to this policy will be reported to the Director of Assets and Development and the Executive Management Team at least monthly. Performance and risks arising from this policy will be monitored by the Building and Resident Safety Group Board (BRSG). Quarterly update reports will be provided to SCH Group Board.

Relevant KPI Description	Target	Rationale
Percentage of relevant water installations covered by a risk assessment	100%	Tenant Satisfaction Measures (TSM)

The following key performance indicators will be used to measure how effectively the policy is being managed:

- Proportion and number of risk assessments that are overdue in each risk category
- Proportion and number of properties that have recommendations arising from the risk assessment that have not been subject to remedial works
- Proportion and number of temperature checks that fail in each risk category
- Proportion and number of dwellings served by stored cold water tanks
- Proportion and number of quality assurance audits that did not meet the required standard
- Number of properties which have had a water hygiene related incident

The key target is that 100% of properties will have in-date risk assessments at all times. Commentary will be provided for any properties or actions out of date to include the date they became overdue, days overdue, and the action proposed to bring them back into a compliant position.

An independent audit by a Water Safety Specialist (who is independent from the contractors undertaking the annual risk assessment /testing) will review the work undertaken to complete the risk assessments in all risk categories. The outcome of this audit will be reported to the Audit and Risk Committee

Review

This Policy shall be reviewed by the Head of Building Safety every three years, or if there are any significant changes to current Water Hygiene Management Policy, HSE approved codes of practice or guidance, or as the result of the outcome of an incident review.

Version number	<i>1.1</i>
Effective from	<i>May 2024</i>
Policy Owner	<i>Executive Director Operations</i>
Policy Author	<i>Sarah Hunter, Building Safety Manager</i>
Review Date	<i>May 2027</i>

Appendix 1

Policy Context and Legislative Framework

Legionella bacteria (Legionella Pneumophila and related bacteria) are found naturally in water sources. They can multiply in domestic water systems given the right conditions of temperature, time and nutrients. Water temperatures in the range 20°C to 45°C favour growth – in temperatures below 20°C, bacteria may remain dormant and the bacteria will not survive temperatures above 60°C. The bacteria also require a supply of nutrients to multiply such as:

- Algae, amoebae and other bacteria within the water itself and
- Sediment, sludge, scale and other material within the water system

Inhalation or ingestion of Legionella bacteria can cause a potentially fatal form of pneumonia called Legionnaire's Disease, as well as other less serious illnesses. There are also other contaminants found in water systems that can be a risk to health. Action to mitigate the risks associated with Legionella will also counter the risks associated with other contaminants.

Everyone is potentially susceptible to infection but some people are at higher risk e.g. those over 45 years of age, smokers and heavy drinkers, those suffering from chronic respiratory or kidney disease, and people whose immune system is impaired.

Measures most effective to counter these bacteria therefore include:

- Ensuring that the release of water spray is properly controlled
- Avoiding temperatures and conditions that favour the growth of Legionella and other micro-organisms
- Ensuring water cannot stagnate anywhere in the system by keeping pipe lengths as short as possible and/or by removing redundant pipe work
- Avoiding materials that encourage the growth of Legionella
- Keeping the system and the water in it clean
- In some properties the use of chemicals such as biocides will either kill Legionella (and other micro-organisms) or limit their ability to grow.

Legal and Regulatory Requirements

- Control of Substances Hazardous to Health Regulations 2002 (COSHH) and Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- The HSE's Approved Code of Practice and Guidance L8 "Legionnaires' disease: the control of legionella bacteria in water systems" and Legionella Control Guidance HSG 274 Part 2 Hot & Cold Water Systems.
- The Water Supply (Water Fittings) Regulations 1999 and the Notification of Cooling Towers and Evaporative Condensers Regulations 1992
- The Landlord and Tenant Act 1985, 1987, 1988
- The Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- Building Regulations
- Tenancy Agreement

The Health and Safety at Work Act etc 1974 is the legislation which will be judged to have been disregarded if the organisation does not implement a control strategy in accordance with the Approved Code of Practice (ACOP).

The ACOP is directed at duty holders, which includes employers and those with responsibilities for the control of premises, e.g. landlords. To comply with their legal duties, duty holders should:

- Identify and assess sources of risk. This includes checking whether conditions will encourage bacteria to multiply. For example, if the water temperature is between 20–45 °C, if there is a means of creating and disseminating breathable droplets, such as the aerosol created, e.g. showers; and if there are ‘at risk’ susceptible people who may be exposed to the contaminated aerosols.
- If appropriate, prepare a written scheme for preventing or controlling the risk.
- Implement, manage and monitor precautions – if control measures are to remain effective, regular monitoring of the systems and control measures is essential. Monitoring general bacterial numbers can indicate whether you are achieving microbiological control and sampling for legionella is another means of checking that a system is under control.
- Keep records of the precautions.
- Appoint a competent person with sufficient authority and knowledge of the installation to help take the measures needed to comply with the law.

The ACOP states the necessity to identify and assess sources of risk, carrying out a legionella risk assessment and ensuring that it remains up to date as required under health and safety law and is a key duty when managing the risk of exposure to legionella bacteria. In conducting the assessment, the duty holder must appoint a competent person or persons, known as the responsible person, to help them meet their health and safety duties, i.e. take responsibility for managing the control scheme. If the necessary competence, knowledge and expertise do not exist, there may be a need to appoint someone externally.

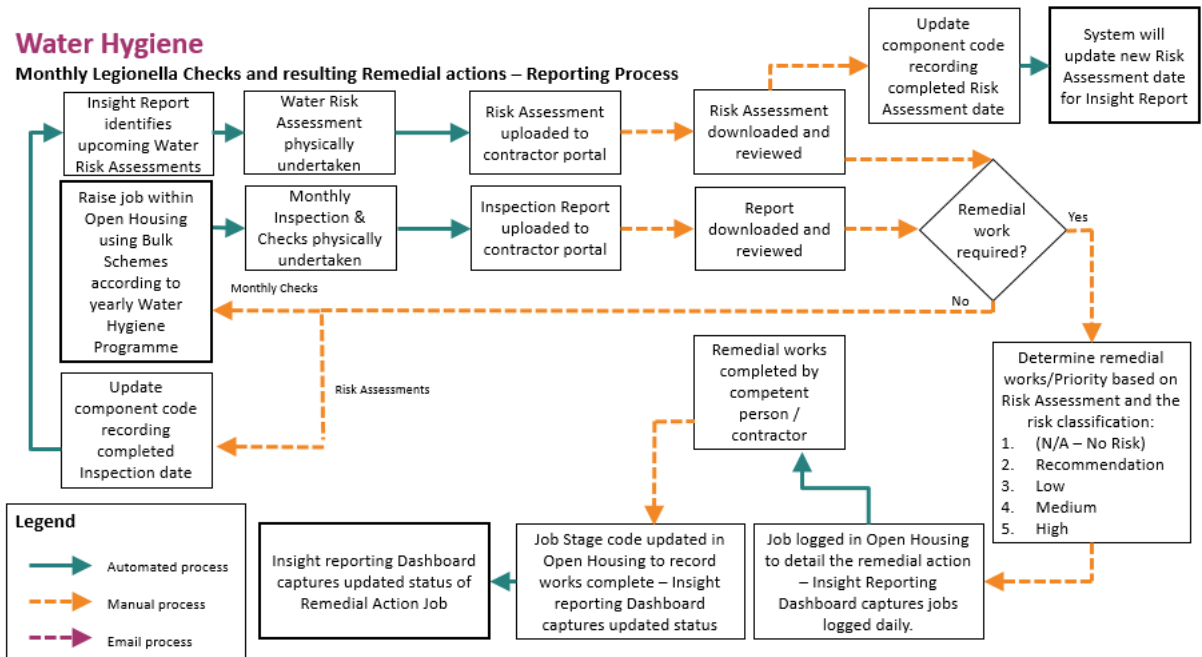
In addition, under the Landlord and Tenant Act 1985, the landlord is responsible for:

- keeping in repair and proper working order the installations in the dwelling for the supply of water, gas, electricity and for sanitation, including basins, sinks, baths, and sanitary conveniences and
- keeping in repair and proper working order the installation in the dwelling for space heating and heating water.

Legionella Pneumophila is classed as a biological agent by the HSE and is listed as a Class 2 Hazard under the Control of Substances Hazardous to Health (COSHH) Regulations 2002. It is our statutory duty to prevent or control exposure to biological agents.

Appendix 2

Process Mapping



Appendix 3

Checklist for Hot and Cold Water Systems

Service	Action to take	Frequency
Calorifiers	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).	Monthly
Hot water services	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)	Monthly
	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
POU water heaters (no greater than 15 litres)	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	Monthly–six monthly, or as indicated by the risk assessment

Combination water heaters	Inspect the integral cold water header tanks as part of the cold water storage tank inspection regime, clean and disinfect as necessary. 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	Annually
	Check water temperatures at an outlet to confirm the heater operates at 50–60 °C	Monthly
Cold water tanks	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
Cold water services	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
Showers and spray taps	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
POU filters	Record the service start date and lifespan or end date and replace filters as recommended by the manufacturer (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)	According to manufacturer's guidelines
Base exchange softeners	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

Multiple use filters	Backwash and regenerate as specified by the manufacturer	According to manufacturer's guidelines
Infrequently used outlets	<p>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 (eg to the recirculating pipework or the pipework supplying a more frequently used upstream fitting) but preferably by removing the feeding 'T'</p> <p>Infrequently used equipment within a water system (ie not used for a period equal to or greater than seven days) should be included on the flushing regime</p> <p>Flush the outlets until the temperature at the outlet stabilises and is comparable to supply water and purge to drain</p> <p>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</p> <p>For high risk populations, eg healthcare and care homes, more frequent flushing may be required as indicated by the risk assessment</p>	Weekly, or as indicated by the risk assessment
TMVs	<p>Risk assess whether the TMV fitting is required, and if not, remove</p> <p>Where needed, inspect, clean, descale and disinfect any strainers or filters associated with TMVs</p> <p>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</p>	Annually or on a frequency defined by the risk assessment, taking account of any manufacturer's recommendations
Expansion vessels	<p>Where practical, flush through and purge to drain.</p> <p>Bladders should be changed according to the manufacturer's guidelines or as indicated by the risk assessment</p>	Monthly–six monthly, as indicated by the risk assessment