



Water Hygiene in Your Home



**Network
Homes**

Water hygiene in your home

Having clean water in your home is vital to your health and wellbeing. This leaflet explains what you need to do to keep your water supply clean and safe.

Legionnaires' Disease

Most water systems contain bacteria, including the bacteria that cause Legionnaires' Disease. Legionnaires' disease is a kind of pneumonia. It can affect anybody but you will be more at risk if your immune system is low.

What your water supplier does

Your local water company regularly tests the water supplied to your property for quality, taste and the presence of bacteria. It also treats your water for bacteria.

What we do

We carry out extra risk assessments to make sure that there is no bacterial growth in our communal water services.

We also carry out:

- water temperature checks
- water sampling
- water contamination or bacterial infestation checks.

Warning: Stored water can be scalding hot. Children should always be supervised when using taps or showers.

Six simple steps to keeping your water clean and safe

1. Keep your hot water storage temperature at a minimum of 60°C/140°F. You can control the temperature using your hot water cylinder or combination boiler.
2. If your home has been empty for several days, run the taps for a few moments to flush them through until the water cools down or heats up to the correct temperature.
3. When rinsing food or other items, do not allow them to come into contact with the spout of the taps.
4. Clean showerheads and taps regularly to prevent lime scale from building up.
5. After cleaning showerheads and taps, always run the water for several moments to remove any cleaning product residue.
6. Run hot water through the taps or showers for about 5-10 minutes once every three months.

And...

By keeping your showerheads and taps free from limescale and debris, you could:

- increase the water pressure
- reduce the amount of water you use
- reduce the energy you use to heat your water.

Dealing with a water leak

If there is a leak outside your property, please phone your water or utilities supplier.

If the leak is inside your home or building, please phone our Repairs Service on **0300 373 3000**.





Contact us

 by phone on **0300 373 3000**

 online at **www.networkhomes.org.uk**

 in person at our offices:
**Olympic Office Centre, 8 Fulton Road,
Wembley, HA9 0NU**
or **36 Ware Road, Hertford, SG13 7HH**