



Water Hygiene *Guidance for Tenants*

**Dolphin
Square**

LONDON SW1



Water Hygiene Guidance

This leaflet has been provided to inform you about water hygiene and the potential risk of waterborne diseases such as Legionnaire's disease.

Dolphin Square would like to ensure that you are aware of the possible causes and symptoms of Legionnaire's disease, so that you can identify any problems easily and report any concerns to us.



Am I at risk?

Legionnaire's disease is not contagious and is easily preventable by putting in place the control measures set out in this leaflet.

Who is at risk?

Legionnaire's disease most commonly affects the elderly, or people with chest or lung problems or those with an impaired immune system. Not everyone exposed to legionella bacteria becomes ill. On average, there are approximately 500 reported cases of Legionnaire's disease a year in the UK but approximately half of these cases are contracted from overseas travel. UK infection rates are lower than those from warmer countries. The symptoms of Legionnaire's disease are similar to those of flu:

High temperature

Fever or chills

Headache

Tiredness

Muscle pain

Dry cough

What is Legionnaire's disease?

Legionnaire's disease is a potentially fatal form of pneumonia. It is caused by the inhalation of small droplets of water from contaminated sources containing legionella bacteria.

Where is Legionella found?

All hot and cold-water systems in residential properties are a potential source for legionella bacteria growth. The main areas of risk are where the bacteria can multiply and increase to dangerous levels and then be spread in droplets, e.g. in the spray from showers and taps. Conditions that encourage growth of Legionella include systems where water of between 20°C and 45°C stagnates, and where there is sludge and scale present for the bacteria to feed upon and multiply.



Our role

Owners and managers of private rented property have a duty to ensure that their tenants and visitors can use the property safely.

We:

- Identify and assess the risks
- Prevent or control the risk where possible
- Undertake regular water sampling from outlets across the estate
- Keep thorough records
- Review the risks regularly

What precautions can you take?

Taking the following simple precautions will help keep you safe:

In addition to running each tap and shower in your flat for at least one minute each week, if you have been away on holiday or have taps in a room in your flat that is not in regular use, flush showers and taps for at least 10 minutes before use. Flushing removes any build up in unused pipes and brings hot water or cold water to the pipework and taps and helps to restrict further growth.

Keep all shower heads and taps clean and free from a build-up of limescale, mould or algae growth (you can do this using a descaling liquid, which is available in most supermarkets). Doing this will help remove any bacteria from the surface.

Report any deposits such as rust or any unusual matter flowing from your water outlets

Please contact our maintenance team if you have any concerns on mt@dolphinsquare.co.uk



Seeking medical advice

Legionnaires disease is very rare and patients going to hospital with pneumonia will be tested for the disease. If anyone in your family is diagnosed with a legionella infection, please notify the Management of Dolphin Square immediately so the possible cause may be investigated.

Email: gm@dolphinsquare.co.uk