

Water safety information for tenants

Photocopy or scan this page for each tenant, and fill in the landlord details at the bottom. Please do not tear it out.

Legionella bacteria can grow in water systems that are warm, stagnant or scaled. The risk in a normal home is generally low. HSE's advice is that temperature is the most reliable control: keep hot water hot, cold water cold, and water moving. You can help with a few simple things.



Please do not adjust the hot water cylinder or heater setting.

It has been set to keep hot water hot enough to control bacteria.



Please clean showerheads and hoses regularly.

Take them off, descale and disinfect them. A good habit is every 3 months, or sooner if they scale up. Ask us if you are not sure how.



Please tell us straight away if the hot water is not heating properly,

or if there is any other problem with the water system: very slow to get hot, cold water that feels warm, leaks, discoloured water.



Please use every tap and shower at least once a week.

If a bathroom or outdoor tap is rarely used, run it regularly. Moving water is the key.

Other instructions from your landlord

CONTACT US

Landlord / agent: _____ Phone: _____

Email: _____ Property: _____

Date given: _____ Version / date of this sheet: _____