

YOUR GUIDE TO

Legionella

Legionella bacteria occur naturally in rivers and streams – sometimes making their way into your home's water supply. They aren't a problem if you take the necessary precautionary measures, such as keeping your hot water at 50°C or higher and avoiding the build-up of stagnant water in your pipes. Legionella bacteria can, if inhaled, lead to a respiratory disease called Legionnaires' disease.

What you can expect from us

We will regularly check all your homes to ensure they are safe and well maintained.

Low-risk homes

We complete assessments on all homes to check legionella risk levels, with most homes deemed low-risk. Even in low-risk homes we will carry out some basic checks to minimise the risk of legionella - often at the same time as your annual boiler service. Our technician will make sure your hot water supply is set to 50°C or above, and they will check for any unnecessary pipework which doesn't lead to anything, as this is where stagnant water can build up and legionella can multiply.

High-risk homes

If we decide that your home is high-risk, we will make sure that monthly water temperature checks are done, and we will put in place a comprehensive legionella risk assessment which will be reviewed every two years. High-risk homes are often those where the hot water supply is shared between several different properties.

What you need to do

To keep your home safe from legionella, you should:

- Clean your shower head regularly (at least once every three months).
- Make sure all taps and water outlets are run every week.
- Run all taps and water outlets in your property for two minutes if you have been away from your home for any longer than a week.
- Empty garden hoses after use.
- Keep any water butts clean and out of direct sunlight where possible. Regularly empty the water, especially over summer, and only use the water for watering plants (don't drink it).
- Not lower your hot water temperature.

What to look out for

Legionella bacteria grow in warm water, when the temperature is between 20°C and 45°C. If you notice your hot water temperature is below 50°C, you should contact us for advice.

Ideally, your hot water tank should be between 60°C and 65°C, and certainly above 50°C.

If you spot any pipes that don't lead to an appliance, like a washing machine, then you should also alert us because these need to be removed.

How to contact us

If you have any questions or are worried about legionella in your home, you contact us:

- Call: **0800 953 0213 (option 1)**
- Email: customerservices@communitygateway.co.uk
- Visiting: <https://www.communitygateway.co.uk/contact-us>

community
gateway

www.communitygateway.co.uk