

What precautions can I take?

- Run and flush the water from your shower on full hot and then full cold for 5 minutes each, after a time of non-use (after you have been on holiday for example or if a room is not often used). When flushing the shower, try not to make any spray. The best way to do this is to either remove the shower head and place the hose over the plug waste point or cover the shower head with a towel or catch the water in a plastic bag.
- Ensure all taps and outlets are run weekly.
- Keep all shower heads and taps clean and free from lime scale, mould or algae growth by brushing the scale off with a nylon brush. Regular cleaning with an acid based descaling solution such as 'Viakal' or similar (available from supermarkets/DIY stores) every three months will help sterilise and kill any bacteria.
- Flush toilets with the lid down following a period of non-use.
- Drain hose pipes after use and keep out of direct sunlight. Run and flush through for a couple of minutes before filling paddling pools etc.
- Keep the hot water on your boiler system at a temperature of 60°C or greater, or if you have a combination boiler at 50°C
- Keep the hot water in your hot water tank (cylinder) at a temperature of 60°C or greater.
- Legionella bacteria is more likely to grow between 20°C and 45°C. Raising the temperature of hot water is one way to control legionella growth, but could also increase the risk of burns and scalding.
- Regular use of cold water should also ensure that temperatures stay below 20°C.
- Make sure your hot water is heating properly and there are no other problems with the system. We will repair your system if you are a tenant or if you are a leaseholder and we are responsible for your repairs.

Preventing burns and scalds in the bathroom

- Always run the cold water first before turning on the hot tap and check the temperature with a bath thermometer or your elbow before getting into the bath.
- Always turn the cold water tap off last.
- Don't leave young children alone for any reason while they are in the bath.
- Use a non slip mat in the bath and shower.
- If you have a TMV (thermostatic mixing valve) to control the temperature of the water coming out of your hot water tap in your home make sure it is regularly checked by a plumber to make sure it is working properly. Accent does not service TMVs but if it is broken we will repair or replace it.

WATER HYGIENE

Lower the risks of contracting Legionnaires' disease.

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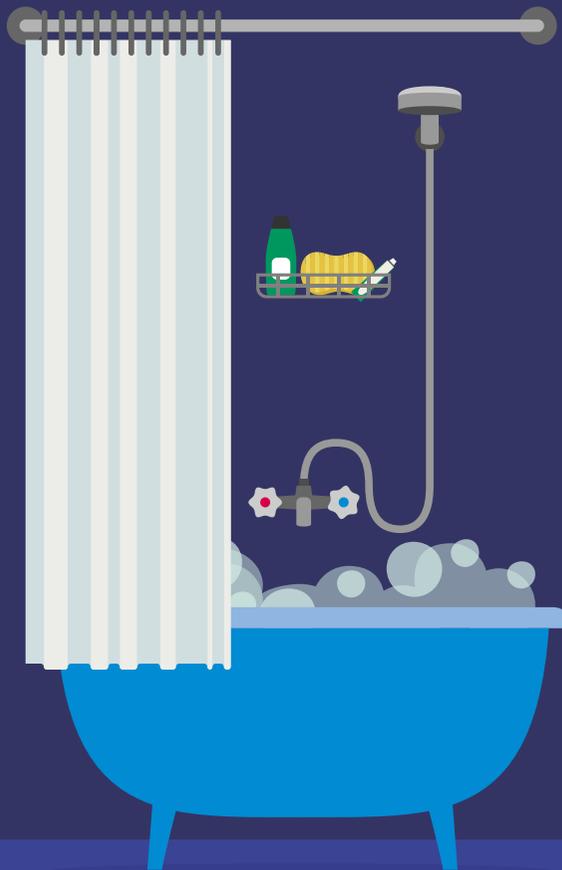
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Note: visitors to our offices are by appointment only

AS YOUR LANDLORD, IT IS OUR RESPONSIBILITY TO MAKE SURE YOU KNOW THE POSSIBLE CAUSES AND SYMPTOMS OF LEGIONNAIRES' DISEASE SO YOU CAN QUICKLY SPOT ANY PROBLEMS AND REPORT ANY CONCERNS TO US.



What is Legionnaires' disease?

Legionnaires' disease is a potentially fatal form of pneumonia, which can affect anybody. It is caused by the inhalation of small droplets of water containing legionella bacteria.

Where is Legionella found?

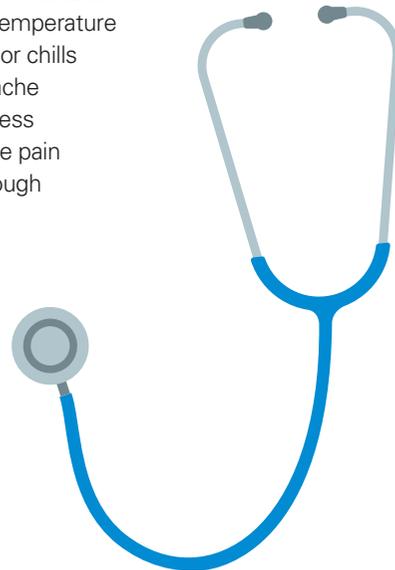
All hot and cold water systems in residential properties are a potential source of legionella bacteria growth. The main areas of risk are where the bacteria can multiply and increase to dangerous levels and then spread, in spray from showers and taps, for example. Perfect conditions for bacterial growth are where there is sludge, rust and scale present for the bacteria to feed on and multiply.

Who is at risk?

Legionnaires' disease most commonly affects the elderly or people with chest or lung problems. Not everyone exposed to legionella bacteria becomes ill. Legionnaires' disease is not contagious.

The symptoms are:

- High temperature
- Fever or chills
- Headache
- Tiredness
- Muscle pain
- Dry cough



Am I at risk?

There is no need for concern. Legionnaires' disease is easily preventable by putting in place some simple control measures. Our information will help you spot any potential problems.

Tell us if your hot water is not heating properly or if there are any other problems with the system, so that we can take action.

Can I catch Legionnaires' disease from drinking water?

No. People catch Legionnaires' disease by inhaling small droplets of water suspended in the air, which contain bacteria. The bacteria has to be in very small droplets like a spray from a shower or spray taps.

What do I do if I think I may have contracted Legionnaires' disease?

If you think you or someone in your home has contracted Legionnaires' disease contact your doctor immediately. You should also tell us so we can take the appropriate measures.

How does Accent manage and control Legionella?

In line with our legal obligations, we regularly inspect, monitor and carry out tests in certain types of properties to make sure water systems are clean. These properties include our independent living, extra care and leasehold schemes for the elderly, where there is a communal heating and hot water system, and communal facilities such as a kitchen, guest room and bathroom.

We monitor communal hot water systems in all types of accommodation very carefully. We employ water hygiene contractors to do this.