



HOUSING POLICY



LONDON BOROUGH OF
HARROW

Water safety policy

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1. Purpose

This policy details the London Borough of Harrow Housing Services' ("Harrow") approach to managing water systems and is designed to ensure that Harrow takes

all reasonable and practical steps to ensure that hot and cold-water systems are appropriately maintained.

The policy aims to demonstrate that the London Borough of Harrow (LBH) is working to fulfil its duties under:

- (a) Approved Code of Practice L8 – Legionnaires’ disease: The control of Legionella bacteria in water systems” (ACOP L8); and
- (b) HSG274 Part 2 - Legionnaires’ disease: The control of legionella bacteria in hot and cold-water systems” (HSG274 Part 2).

This is the Health and Safety Executive’s (HSE) approved code of practice relating to Legionella management. Whilst it’s not mandatory to follow, LBH will undertake all the recommendations and guidance under the code of practice. In doing so, we will minimise the risk of Legionella exposure to staff and customers.

2. Scope

This policy relates to all buildings and properties that LBH has a maintenance and repair responsibility for. This includes:

- (a) Domestic dwellings such as general needs blocks and street properties.
- (b) Specialised housing such as sheltered housing.
- (c) Non-domestic premises such as offices, commercial units and community centres.

Where properties are managed by third parties (e.g. Managing Agent) then the management of Legionella will fall under the scope of this policy only so far as LBH’s statutory responsibilities as detailed in the terms of the relevant management agreement. In these situations, our responsibility is to ensure that suitable controls are in place.

3. Definitions

Us/We/Our – The London Borough of Harrow (Harrow Council)

Approved Codes of Practice (ACOP) – Documents approved by the HSE that give practical advice and recommendations on how to comply with regulations. ACOPs have “special legal status” meaning that, in the event of prosecution for a Health & Safety breach, you must evidence how you have complied with the ACOP.

C365 – The London Borough of Harrow’s Housing Services’ online compliance database which keeps all inspection information and certificates in one place. We use it to track our compliance with asbestos, electrical, fire, gas, lifts and water safety.

Duty Holder – The owner, person and/or organisation responsible for the building and water systems, and accountable for the safety of employees, residents and staff.

Health & Safety Executive (HSE) – Non-departmental public body in the United Kingdom, responsible for the encouragement, regulation and enforcement of workplace health, safety and welfare, and for research into occupational risks in England and Wales and Scotland.

Key performance indicators (KPIs) - A KPI is a quantifiable indicator of progress toward a defined goal. KPIs are used to track progress, assess performance, and make data-driven decisions to improve outcomes.

Legionella Control Association (LCA) – A voluntary organisation for which members have to demonstrate their adherence to a recommended Code of Conduct for the control of Legionella bacteria in water systems.

Legionella – The bacterium which causes various diseases, including legionnaires' disease, which can be found in some water systems.

Legionellosis – Legionellosis is the collective name given to the pneumonia-like illness caused by legionella bacteria. This includes the most serious legionnaires' disease, as well as the similar but less serious conditions of Pontiac fever and Lochgoilhead fever. Legionnaires' disease is a potentially fatal form of pneumonia, and anyone is susceptible to infection.

Legionella Water Risk Assessment (WRA) – A physical survey of all water related plant and storage systems, used to confirm whether conditions are present which could encourage Legionella to multiply.

Managing Agent – A managing agent is a professional entity appointed to handle the day-to-day management and maintenance of a property on behalf of its owner.

Responsible Person – A competent person who is responsible for the management of water hygiene and legionella risk. This is the Mechanical and Electrical Contract Manager at the London Borough of Harrow.

Water Hygiene Management Plan (WHMP) – A document designed to register and detail how water systems will be managed, and what procedures will be implemented to ensure people remain safe from Legionella exposure.

Water Risk Assessment (WRA) – A physical survey of all water related plant and storage systems, used to confirm whether conditions are present which could encourage Legionella to multiply.

Written Scheme – A risk management document identifying measures to be taken to control water systems and reduce the risk of Legionella bacteria.

4. Commitments

The following section details how LBH fulfils its duties under ACOP L8 including actions taken, measure put in place, and actions and measures that will be put in place. These actions and measures demonstrate LBH's commitment to ensuring a safe environment for residents to live and a safe place for our staff to work, whilst complying with our legal obligations.

The Water Safety Policy will be supported by a Water Hygiene Management Plan (WHMP)

Water risk assessments (WRAs)

The purpose of a WRA is to identify and assess the risk of exposure to Legionella bacteria from the hot and cold-water systems on the premises and any precautionary measures needed to remove, reduce, or manage the risk.

London Borough of Harrow will ensure a WRA is carried out to the hot and cold-water system at all the following buildings:

- Any multi occupancy blocks with a hot and/or cold-water system serving multiple dwellings, e.g. a block with a tank fed cold water system; and
- Any building classed as a workplace, e.g. community centres, common areas of sheltered schemes.

The format and content of the WRAs should be in line with the guidance in ACOP L8 and BS 8580-1: 2019 Water Quality - Risk Assessments for Legionella Code of Practice and as a minimum should include:

- Name of the risk assessor, site responsible person and duty holder.
- A description of the water system.
- The risk identified and recommended actions, including a risk category and recommended timeframe for completion.
- A schematic drawing of the water system identifying all relevant assets and pipe runs.

ACOP L8 advises that WRAs should be regularly reviewed but does not define a specific review period. Water Risk Assessments will all be reviewed at the frequency recommended by the competent contractor, or more frequently should there be any alteration to the use of the building or the water system. The WRA should be reviewed sooner if it is believed the content of the assessment may no longer be valid, and this may result from:

- Changes in the water system or its use
- Changes in the use of the building in which the water system is installed.
- The availability of new risks or control measures.
- The results of management regimes indicating that control measures are no longer effective.
- If a case of Legionella is associated with the system.

Where the WRA shows that there is a reasonably foreseeable Legionella risk, it should be supported by a Written Scheme that details the actions required to remove, reduce, or control the risk. LBH will have procedures in place to detail how actions are managed, logged and tracked through to completion.

Where an assessment of a building suggests there is no communal water system, then evidence of this assessment will be retained on C365, but no further WRAs will be undertaken unless a significant change to the building occurs, such as the addition of a new water system.

[Water Hygiene management regime](#)

Where the WRA shows that there is a reasonably foreseeable Legionella risk, it should be supported by a Written Scheme that details the actions required to remove, reduce, or control the risk. In cases where all reasonable and practicable action is not possible to remove the risk. A Water Hygiene management regime should be put in place, the nature and frequency of which will be in line with HSG274 Part 2 (specifically Table 2.1 Checklist for Hot and Cold-Water Systems, see Appendix 1) and the Written Scheme. It will include measures such as water temperature monitoring and system clean and disinfection.

The Mechanical and Electrical team will manage the delivery of the Water Hygiene management regime with processes in place to ensure the correct nature and frequency of control measures.

When a property becomes void, all hot and cold-water outlets are flushed by running the taps for 2 minutes on the 1st day of the void works, and then again, every 7 days after that until reoccupation unless the property can be drained and isolated.

[Non-conformity with ACOP L8](#)

In the event of a non-conformity with ACOP L8, LBH has a duty of care to ensure appropriate and timely corrective action is taken. The timeframe within which we are notified, and the timeframe for completing remedial actions, will depend on the severity of the non-conformity. For non-conformities identified on a WRA, these will be addressed within the timeframe recommended by the risk assessor.

Any suspected cases of Legionella will be reported by a medical practitioner, to the relevant Local Authority. If a LBH property or building is suspected to be the source of the infection, we will be required to comply fully with the investigation. At the point of notice of investigation is received, LBH will contact their appointed water hygiene contractor for support and guidance on the procedure to follow

[Certification and documentation](#)

London Borough of Harrow shall keep appropriate and up to date records and certification relating to the management of Legionella for a period of at least 5 years. The records that are to be kept shall include, but are not limited to:

- An up-to-date list of properties and buildings that require a WRA and management regime, including previous completion dates and next due dates.

- WRAs.
- Written Schemes.
- Temperature monitoring records.
- Thermostatic Mixing Valve (TMV) servicing records.
- Shower clean records.
- Cleaning and Disinfection Certificates.
- Results of any Legionella sampling.
- Up to date building schematic drawings.
- Records evidencing the review and action of any non-conformities.

All records of activity undertaken by the water hygiene contractor will be available to LBH via a web-based portal that all relevant staff have access to. All other records will be held within the LBHs systems.

[Asset data and reconciliation](#)

London Borough of Harrow will hold and maintain an accurate record within the C365 compliance management system of all buildings that require a WRA and that form part of the Water Hygiene management regime. The record will include the completion date and next due date of the WRA, and specific details of the Water Hygiene management regime activity carried out at each site, again with the completion date and next due date.

Processes will be in place to ensure C365 records are updated to reflect any property divestments, acquisitions (including new builds), equipment installations and removals, and any changes to maintenance and repair responsibility. We will ensure that where the responsibility of Water Hygiene management falls to a third party (e.g. managing agents) action is taken by LBH to ensure evidence is obtained that the necessary regime is being delivered.

[Contractor competence, quality control and performance](#)

London Borough of Harrow must be able to satisfy themselves that all those carrying out WRAs and the Water Hygiene management regime are competent to do so. We will employ a water hygiene contractor to complete WRAs and Water Hygiene management regime activities (e.g., temperature monitoring). To give assurance on competency, the appointed water hygiene contractor should as a minimum be a member of the Legionella Control Association (LCA).

The water hygiene contractor will be required to evidence that all operatives working on Harrow properties are appropriately qualified and competent. The Mechanical and Electrical Team will maintain a record of all operatives and their qualification details.

The performance of the water hygiene contractor will be managed by the M&E Manager, supported by a suite of internal metrics and Key Performance Indicator (KPI) dashboards. Monthly Operational Meetings are held with the contractor within which performance is discussed and documented, with procedures in place to take more formal action to address performance issues if required.

London Borough of Harrow will work to ensure that the appointed water hygiene contractor has an internal audit regime in place to audit a minimum of 5% of Harrow

works, the results of which will be shared and discussed as part of operational contract review meetings. In addition, we will also work towards implementing a desk top accuracy and completeness assessment on a percentage of completed WRAs, with any errors or missing information being referred to a competent contractor for resubmission.

Training

Suitable and sufficient Water Hygiene awareness training will be maintained for all relevant employees. The frequency and content will be detailed within the WHMP. Where there are specific tasks that staff are required to undertake, the training will cover practical guidance on how to complete these tasks e.g. flushing and completion of WRA in void.

5. Background and context

Legionnaire's disease is a form of pneumonia which, if not diagnosed and treated promptly can lead to organ failure, brain damage and in some cases death. The disease is contracted when airborne droplets of water containing Legionella bacteria are inhaled and penetrate the lungs, infecting the alveoli (air sacks).

Anyone can contract Legionnaire's disease, however there are certain "at risk" groups which are more susceptible including those with a weakened immune system, the elderly, smokers, alcoholics, and those with existing respiratory conditions. Statistically men over 50 are more susceptible than women of the same age. Conversely, children are rarely affected.

Low traces of Legionella bacteria are commonly found in natural water sources such as rivers and lakes and can make its way into water systems. If conditions are favourable the bacteria will multiply, increasing the risk of exposure.

Favourable conditions include those where the temperature of the water is within a certain range, there are nutrients in the water for the bacteria to feed off, and/or where water becomes stagnant. The risk of exposure is heightened further where there are water systems that create a spray of water, e.g. showers.

ACOP L8 and HSG274 Part 2 provides guidance on measures to identify and assess sources of Legionella risk, manage the risk, prevent or control the risk, and to periodically check that control measures continue to be effective. The aim of the control measures is to remove or reduce the favourable conditions for Legionella bacteria growth and therefore reduce the risk of Legionella exposure. The possible sources of Legionella risk which require the systems and components to be assessed and managed include:

- Mains cold water services.
- Cold water storage tanks and cold-water distribution systems.
- Hot water storage systems including Calorifiers or hot water cylinders.
- Non-storage hot water systems.
- Water outlets such as taps, showers or aerosol generating sources.
- Thermostatic mixing valves (TMV's); and

- Any other plant and systems containing water which is likely to exceed 20°C and which may release droplets of water during operation or when being maintained.

ACOP L8 places several requirements on employers and duty holders as to the actions they should take to appropriately manage Legionella. ACOP L8 is supported by several HSE guidance documents which translate the requirements within ACOP L8 into specific actions that should be undertaken to evidence compliance with the ACOP.

For LBH, the most relevant guidance document is HSG274 Part 2. A Duty Holder in the context of ACOP is the person or organisation that is in control of a premises and is responsible for maintenance and repair. Harrow therefore has both Employer and Duty Holder responsibilities under ACOP L8.

The London Borough of Harrow's duties under ACOP L8 include:

- To take reasonable steps to assess hot and cold-water systems to identify possible sources of Legionella risks. This is most achieved through a Legionella Water Risk Assessment (WRA).
- To ensure that if the WRA shows that there is a reasonably foreseeable Legionella risk, a "Written Scheme" is produced. This will detail the actions required to remove, reduce, or control the risk.
- To take all reasonable and practicable action to remove the risk. Where this is not possible, a Legionella management regime should be in place, the nature and frequency of which will be in line with HSG274 Part 2 and the Written Scheme.
- To ensure that the effectiveness of the Legionella management regime is periodically checked, and that action is taken in the event of non-conformity with ACOP L8.
- To maintain records of all activity undertaken to identify and assess sources of Legionella risk, steps taken to remove the risk, and the management regime in place to manage the risk.
- Ensure the roles and responsibilities for Legionella Management are clearly defined, and that those with responsibilities are competent to do so.

6. Responsibilities

The roles and responsibilities for key stakeholders across LBH is detailed below. Note - these are the roles and responsibilities specifically in relation to the delivery of this policy only. The WHMP will provide further details on the roles and responsibilities of all staff with day-to-day responsibility for the management of water hygiene, including the role of the Duty Holder and Responsible Person/s.

Managing Director of Paid Service as the Duty Holder - Must ensure that resources are made available to allow for the appropriate management of water hygiene. They will have ultimate accountability for the proper implementation of this policy. They will however discharge their responsibilities to the Director of Housing. They should, however, retain an oversight on progress/performance and to continue to seek assurances that legal obligations and policy measures are being adhered to and in line with budget.

Director of Housing as the Responsible Person - Oversees the overall implementation, regular review of this policy and ensuring its objectives are achieved. They are also responsible for compliance performance reporting to the Managing Director of Paid Service.

M&E Manager as Deputy Responsible Person - Will be responsible for the day-to-day operational delivery of all aspects of this policy and the WHMP. They will oversee the writing and implementation of the WHMP. They will act as the organisations lead for Water Hygiene management providing technical advice and guidance to staff. They will ensure that Harrow continues to work in line with the most up to date industry guidance. They will manage their responsibilities with the contractor through the following structure:

- **Contractor's Contract Manager** – Water Systems Manager, manages the contract from the contractor's side.
- **Risk Assessor** – Surveys site to assess risk and produces the associated documentation.
- **Internal QC** - Audits and quality checks on behalf of the contractor.
- They will ensure that any compliance and/or H&S related issues are brought to the attention of the relevant parties and provide regular updates on service delivery against budget.

Building Safety & Compliance Manager will ensure that a suitable and sufficient water hygiene awareness training is maintained for all relevant employees.

7. Risk management

The risks of not following this policy are that LBH will be non-compliant with the requirements of ACOP L8, leading to a potentially detrimental impact on the safety of customers and staff. This may result in:

- Risk of serious harm to residents and other users of LBHs buildings.
- Prosecution by the Health and Safety Executive under Health and Safety at Work Act 1974.
- Risk of serious harm to residents and other users of Harrow's buildings.
- Prosecution by the Local Authority under the Housing Act 2004.
- Prosecution under Corporate Manslaughter and Corporate Homicide Act 2007.
- Reputational damage.

- Loss of confidence by stakeholders in the organisation.
- Breach of the Consumer Standards as part of Social Housing Regulation Act 2023.

8. Legislation and regulations

Regulations which will be followed include, but are not limited to:

- Health and Safety at Work etc Act 1974.
- Control of Substances Hazardous to Health (COSHH) Regulations 2002 (as amended).
- The Management of Health and Safety at Work Regulations 1999.
- Approved Code of Practice L8 – Legionnaires' disease: The control of Legionella bacteria in water systems. 4th Edition.
- Construction (Design and Management) Regulations 2015.
- Social Housing Regulation Act (2023).
- HSG274 Part 2: The control of legionella bacteria in hot and cold-water systems (NB. Parts 1 and 3 are not applicable to Harrow).
- 4th Edition Legionella's disease: The control of legionella bacteria in water systems (L8) ACOP 2013.
- HTM 04-01 The control of legionella hygiene, safe hot water, cold water and drinking water systems.
- National Health Service code of practice for Thermostatic Mixing Valves (TMV's) operating temperatures.
- BS EN 143 and BS EN 1256: 2000 Threaded pipe fittings in malleable iron or copper alloy.
- BS EN 2051: 1984 Tube and pipe fittings for engineering purposes. Specification for olive type copper alloy compression tube fittings.
- BS 8558:2011 Guide to the design, installation, testing and maintenance of services supplying water for domestic use within buildings and their curtilages. Complementary guidance to BS EN 806.
- BS 8580-1: 2019 Water Quality Risk.
- BS EN 806-5:2012: Specifications for installations inside buildings conveying water for human consumption. Operation and maintenance.
- BS EN 1111:2017 Sanitary tapware. Thermostatic mixing valves (PN 10). General technical specification for TMV2 & TMV3.
- NHS model Engineering specification DO8 for Thermostatic Mixing Valves operation.
- Part G Section G3 of the Building Regulations 2000 amended April 2010 now makes the fitting of TMV valves mandatory in New Build properties for bath fill applications.
- BS EN 13280: 2001 Specification for glass fibre reinforced cisterns of one-piece and sectional construction, for the storage, above ground, of cold water.
- ASTM B42 – 10 Standard Specification for Seamless Copper Pipe, Standard Sizes.
- The Building Regulations 2010 and amendments 2013.
- WRAS Water Regulations Advisory Scheme – All fittings used in commission of

repairs are to comply with etc. WRAS.

- Water Supply (Water Fitting) Regulations 1999.
- Revised Construction, Design and Management (CDM) Regulations coming into force on 6th of April 2015.
- Work at Height Regulations 2005 (WAHR).
- Confined Spaces Regulations 1997.
- BS7671: 2008 First Amendment 2011 (Requirements for electrical installations seventeenth edition).
- BREEAM (Building Research Establishment Environmental Assessment Method), first published by the Building Research Establishment (BRE) in 1990.

9. Data protection, record storage and retention

London Borough of Harrow shall keep appropriate and up to date records and certification relating to the management of water hygiene for a period of at least 5 years.

All WRAs will be stored at a property or building specific level within C365 the compliance database. There should be no requirement to retain any records which contain personal data on customers.

10. Communication

This policy will be communicated internally to staff via the intranet. Key stakeholders and key staff where this policy has specific impact, will be briefed individually or collectively as required. This policy will be shared with customers upon request.

London Borough of Harrow will also look to provide water hygiene awareness information to customers at the start of a new tenancy and make further guidance available on the website. The policy will be published on the website.

11. Learning and development

Suitable and sufficient water hygiene awareness training will be maintained for all relevant employees. Where there are specific tasks that staff are required to undertake, e.g. flushing and completion of WRA in void, the training will cover practical guidance on how to complete these tasks. All training delivered will be recorded in LMS365.

All staff with operational involvement with the delivery of this policy, and the Water Hygiene Management Programme (WHMP), will need to have and maintain suitable and sufficient system training, e.g. C365 and Cx.

12. Performance management

The completion of WRAs in line with their due date forms part of the “Health & Safety Customer’s Homes” balanced scorecard KPI. This is reported monthly to Board, Executive Leadership Team and Senior Leadership Team.

13. Review

This policy will be reviewed every two years or sooner if required by statutory, regulatory, best practice, emerging developments, or circumstances arising from reviews of other group wide policies. This policy will be reviewed by the Building Safety & Compliance Manager.

14. Equality and diversity

This policy will be applied in a way which ensures equal treatment for all customers without discrimination or victimisation on account of any protected characteristic, as defined within the Equality Act 2010. In drafting this policy, the London Borough of Harrow has taken into regard to its public sector equality duties under s149 of the Equality Act 2010, namely the need to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited under the Act.
- Advance equality of opportunity between people who share a relevant protected characteristics and persons who do not share it.
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

This policy pays regard to diversities around access to, and delivery of, any services.

15. Appendix 1

Table: Checklist for hot and cold-water systems

Source: HSG274 Part 2: Table 2:1

Service	Action to take	Frequency
Calorifiers	Inspect calorifier internally by removing the inspection hatch or using a borescope and clean by draining the vessel. The frequency of inspection and cleaning should be subject to the findings and increased or decreased based on conditions recorded	Annually, or as indicated by the rate of fouling



Hot water services

Where there is no inspection hatch, purge any debris in the base of the calorifier to a suitable drain Collect the initial flush from the base of hot water heaters to inspect clarity, quantity of debris, and temperature	Annually, but may be increased as indicated by the risk assessment or result of inspection findings
Check calorifier flow temperatures (thermostat settings should modulate as close to 60 °C as practicable without going below 60 °C) Check calorifier return temperatures (not below 50 °C)	Monthly
For non-circulating systems: take temperatures at sentinel points (nearest outlet, furthest outlet and long branches to outlets) to confirm they are at a minimum of 50 °C within one minute (55 °C in healthcare premises)	Monthly
For circulating systems: take temperatures at return legs of principal loops (sentinel points) to confirm they are at a minimum of 50 °C (55 °C in healthcare premises). Temperature measurements may be taken on the surface of metallic pipework	Monthly
For circulating systems: take temperatures at return legs of subordinate loops, temperature measurements can be taken on the surface of pipes, but where this is not practicable, the temperature of water from the last outlet on each loop may be measured and this should be greater than 50 °C within one minute of running (55 °C in healthcare premises). If the temperature rise is slow, it should be confirmed that the outlet is on a long leg and not that the flow and return has failed in that local area	Quarterly (ideally on a rolling monthly rota)
All HWS systems: take temperatures at a representative selection of other points (intermediate outlets of single pipe systems and tertiary loops in circulating systems) to confirm they are at a minimum of 50 °C (55 °C in healthcare premises) to create a temperature profile of the whole system over a defined time period	Representative selection of other sentinel outlets considered on a rotational basis to ensure the whole system is reaching satisfactory temperatures for legionella control

POU water heaters (no greater than 15 litres)	Check water temperatures to confirm the heater operates at 50–60 °C (55 °C in healthcare premises) or check the installation has a high turnover	Monthly–six monthly, or as indicated by the risk assessment
Combination water heaters	Inspect the integral cold water header tanks as part of the cold-water storage tank inspection regime, clean and disinfect as necessary. If evidence shows that the unit regularly overflows hot water into the integral cold water header tank, instigate a temperature monitoring regime to determine the frequency and take precautionary measures as determined by the findings of this monitoring regime	Annually
	Check water temperatures at an outlet to confirm the heater operates at 50–60 °C	Monthly
Cold water tanks	Inspect cold water storage tanks and carry out remedial work where necessary	Annually
	Check the tank water temperature remote from the ball valve and the incoming mains temperature. Record the maximum temperatures of the stored and supply water recorded by fixed maximum/minimum thermometers were fitted	Annually (Summer) or as indicated by the temperature profiling
Cold water services	Check temperatures at sentinel taps (typically those nearest to and furthest from the cold tank but may also include other key locations on long branches to zones or floor levels). These outlets should be below 20 °C within two minutes of running the cold tap. To identify any local heat gain, which might not be apparent after one minute, observe the thermometer reading during flushing	Monthly
	Take temperatures at a representative selection of other points to confirm they are below 20 °C to create a temperature profile of the whole system over a defined time period. Peak temperatures or any temperatures that are slow to fall should be an indicator of a localised problem	Representative selection of other sentinel outlets considered on a rotational basis to ensure the whole system is reaching satisfactory temperatures for legionella control
	Check thermal insulation to ensure it is intact and consider weatherproofing where components are exposed to the outdoor environment	Annually



Showers and spray taps	Dismantle, clean and descale removable parts, heads, inserts and hoses where fitted	Quarterly or as indicated by the rate of fouling or other risk factors, e.g. areas with high-risk patients
POU filters	Record the service start date and lifespan or end date and replace filters as recommended by the manufacturer (0.2 µm membrane POU filters should be used primarily as a temporary control measure while a permanent safe engineering solution is developed, although long-term use of such filters may be needed in some healthcare situations)	According to manufacturer's guidelines
Base exchange softeners	Visually check the salt levels and top up salt, if required. Undertake a hardness check to confirm operation of the softener	Weekly, but depends on the size of the vessel and the rate of salt consumption
	Service and disinfect	Annually, or according to manufacturer's guidelines
Multiple use filters	Backwash and regenerate as specified by the manufacturer	According to manufacturer's guidelines
Infrequently used outlets	<p>Consideration should be given to removing infrequently used showers, taps and any associated equipment that uses water. If removed, any redundant supply pipework should be cut back as far as possible to a common supply (e.g. to the recirculating pipework or the pipework supplying a more frequently used upstream fitting) but preferably by removing the feeding 'T'</p> <p>Infrequently used equipment within a water system (i.e. not used for a period equal to or greater than seven days) should be included on the flushing regime</p> <p>Flush the outlets until the temperature at the outlet stabilises and is comparable to supply water and purge to drain</p> <p>Regularly use the outlets to minimise the risk from microbial growth in the peripheral parts of the water system, sustain and log this procedure once started</p>	Weekly, or as indicated by the risk assessment



	For high-risk populations, eg healthcare and care homes, more frequent flushing may be required as indicated by the risk assessment	
TMVs	Risk assesses whether the TMV fitting is required, and if not, remove Where needed, inspect, clean, descale and disinfect any strainers or filters associated with TMVs. To maintain protection against scald risk, TMVs require regular routine maintenance carried out by competent persons in accordance with the manufacturer's instructions. There is further information in paragraphs 2.152–2.168	Annually or on a frequency defined by the risk assessment, taking account of any manufacturer's recommendations
Expansion vessels	Where practical, flush through and purge to drain. Bladders should be changed according to the manufacturer's guidelines or as indicated by the risk assessment	Monthly-six monthly, as indicated by the risk assessment