

Tendring
District Council



WATER HYGIENE POLICY (Housing Stock)

January 2026 (Final)



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1.0 Management Policy

1.1 Statement

Tendring District Council is committed to keeping its residents, staff and visitors safe as far as reasonably practicable from harm from legionellosis and other water borne disease. The Council has created this Management Policy to document how it plans to achieve this.

This Management Policy sets out the actions taken within the housing stock to manage water services in accordance with regulations and best practice guidance.

A copy of this policy and other relevant information, as detailed in it, will be held in a central folder which can be found on the Council's computer systems and at Northbourne Depot, Vista Rd, Clacton-On-Sea, Essex, CO15 6AJ. This central folder will be made readily available to all those who need access documentation. Individual equipment records will be held on site where required under the legislation or guidance.

This policy has been approved by the Council's leadership team and has been approved by the Chief Executive and Duty Holder under Health and Safety at work regulations.

To ensure Employees, Residents, Contractors and Visitors to council owned homes are not exposed to risk or danger from water services in the control of the Council the Council will:

- Designate person/s responsible for the management of water services on the premises (referred to as the Duty holder); including the updating of records
- Maintain a system and database to ensure water service records are identifiable through appropriate reporting and recording, providing information to all.
- Provide Health and Safety at Work including COSHH training to relevant Council employees and third parties as deemed necessary (including the keeping of appropriate training records).
- Periodically inspect water services on a regular basis where specified within the database – renewing risk assessments every 24 months and carrying out temperature monitoring and sampling as required.
- Take out of use any equipment that cannot be operated safely.
- Promptly carry out repairs to water services and follow maintenance procedures as recommended by manufacturers and industry practice.
- Review this Policy
- Where staff are uncertain on the status of equipment or required action they must seek advice and guidance from suitably qualified and experienced competent persons.
- Staff must inform the Duty Holder or Responsible Person of any instances of suspected exposure to Legionella so that professional assistance and guidance can be taken as per the RIDDOR procedure found on the HSE Website.

1.2 Legal Background

The principal legal provisions in relation to this policy are:

- Health & Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- Control of substances Hazardous to Health Regulations 2002 (as amended) (COSHH)
- The Water Supply (Water Fittings) Regulations 1999

Principal guidance is provided in

- ACoP L8 - Legionnaires' disease: The control of legionella bacteria in water systems (4th edition 2013).

Further guidance is available:

- HSG274 - Legionnaires' disease: Technical guidance Part 2: The control of legionella bacteria in hot and cold water systems (2014).
- HSG274 - Legionnaires' disease: Technical guidance Part 3: The control of legionella bacteria in other risk systems (2013).
- INDG458 - Legionnaires' disease: A brief guide for duty holders (2012).
- BS 8580-1:2019 Water quality, risk assessments for Legionella control – Code of practice.

1.3 Extent of Applicability

This policy is supplemental to the Council's [Legionella Policy 2022](#) and is intended to apply to:

- Water services in the Council's Sheltered Housing Stock and any other housing property with communal services.
- Other Council Housing Stock and under the control of the Council in respect of the general water hygiene provisions.

It is not intended to apply (not exhaustively) to:

- other Council buildings and facilities
- individual dwellings unless comprised within a sheltered housing scheme or similar building with communal services.
- Equipment installed by tenants without the agreement of the Council.

2.0 Responsibilities

2.1 Duty Holder

The Chief Executive is the legally designated Duty Holder having overall responsibility on behalf of the Council for compliance with this procedure. The Chief Executive holds the main responsibility for the management of all health and safety matters including water services and for ensuring that the Council is compliant with regulations and that the procedures contained within this document are followed. The Chief Executive is also responsible for ensuring that adequate resources, support, processes, and competencies are in-place to discharge the responsibilities within this procedure.

2.2 Responsible Persons

The following members of staff have been nominated to be responsible for managing water services in housing premises.

- 1) (Assisted by) Corporate Director Operations and Delivery
- 2) (Accountable Person) Building and Development Manager
- 3) External Specialists
- 4) Staff within the Building and Development Team as directed by the above.
- 5) Other staff.

2.2.1 Accountable Person (Residential Buildings)

The Building and Development Manager has been appointed as the Accountable Person to oversee the day-to-day management of water services in residential buildings. In conjunction with the Council's specialist contractors they will:

- Maintain a record of the residential building assets that have a relevant water services installed and the location of these installations or equipment.
- Maintain, update and follow this policy
- Oversee the testing, inspection, preventative maintenance, and monitoring regime for water services in the buildings;
- Oversee the repair servicing and maintenance of water services
- Report any defects identified, back to the Duty Holder and where appropriate to the enforcing authority (Health and Safety Executive) and issue works to remedy faults.

2.2.2 External Specialists

The use of external specialists will provide a technical support service to the Accountable Person and will carry out periodic risk assessment sampling and analysis, and inspections of equipment and report findings to the Accountable Person.

2.2.3 Staff within the Building and Development Team

Staff involved in the management or maintenance of buildings have a responsibility in ensuring the management of water services. Specific staff will have responsibilities linked to contracts or works programmes that they are responsible for. The Development and Building Manager will allocate these duties from time to time. Staff engaged must have knowledge of the equipment locations, location of records and legal and policy requirements. The Development and Building Manager will provide them with sufficient training and guidance to enable them to carry out their role.

2.2.4 Other Staff

Staff do not have specific duties relating to water services under this policy. However, all staff have general responsibility for ensuring the safety for persons that use buildings it owns and or controls in line with general Health and Safety regulations. Whilst not all staff will have specific duties regarding ensuring the safety of water services, they will need to have an awareness of the Policy and supporting procedures to deal with any customer queries that may arise. All staff have a duty to report any safety issues.

3.0 Policy

3.1 Risk Assessment

The Council will undertake an assessment of the risks faced by staff and others who may be affected by our water services.

The risk assessment will consider the factors set out in section 6 of the legionella Policy. It will set out flushing, cleaning, testing and sampling regimes and periods as well as necessary remedial works.

This list is not exhaustive. Where work involves special hazards or higher risk activities, requirements may be greater.

Systems in individual dwellings are considered to be low risk in terms of legionella because of the limited system sizes, throughput of water and localised control of temperature and cleaning. It is not intended that they should be subject to this policy save for the General Water Hygiene provisions.

3.2 Conformity of new installations

No in scope water services will be put into use unless the installer provides:

- Record of sterilisation and subsequent testing;
- Record of initial risk assessment and commissioning;
- Electrical work or other supplementary certificates as may be required.
- Evidence of provision of user information.

3.3 Examination and Testing Scheme

3.4.1 Competent Person

The Council will ensure that any person undertaking risk assessments, testing, sampling and analysis has appropriate practical and theoretical knowledge and experience of the services being assessed or tested as will enable them to detect defects or weaknesses and to assess their importance in relation to the safety and continued use of the service.

The competent person should make objective decisions and may be an employee of the Council, an employee or agent of the Council's insurer or an external contractor.

3.4.2 Risk Assessment Frequency

Risk assessment will be undertaken:

- On initial use or following installation.
- Periodically, 24 months, during the life of the equipment to ensure it remains safe for use;
- Following certain exceptional circumstances, e.g. if altered, damaged, out of use for a long period of time, or after a positive sampling results or a change in use.

3.4.3 Water Sampling and Analysis

Based on the frequency and locations identified in the Risk Assessment water samples will be taken by appropriately trained personnel and transferred promptly to an accredited laboratory for incubation and testing.

3.4.4 Temperature Monitoring

Based on the frequency and locations identified in the Risk Assessment temperature measurements on flow return and outlets will be taken and recorded by appropriately trained personnel.

3.4.5 Flushing and Cleaning

Based on the frequency and locations identified in the Risk Assessment outlets will be flushed to eliminate water that may have been held in the system, to raise pipework to temperature where required and taps and shower heads will be removed, cleaned and disinfected recorded by appropriately trained personnel. Where fitted thermostatic valves will be checked for appropriate function.

3.4.6 Acting on Information

The Council will act on any recommendations for remedial action that result from either operation of the examination and testing scheme or through routine maintenance within accepted timescales. Immediate action will be taken to take services out of use following identification of any significant defect that causes a risk to users or others, until such time as the fault can be safely remedied.

If a defect is discovered that involves an existing or imminent risk of infection, then this must be reported immediately to the Accountable Person, even if the defects are remedied immediately.

3.4.6 Record Keeping

The Data and Compliance Officer will maintain a schedule of premises and installations within the scope of the policy complete with:

- 1) Each location specific risk assessment
- 2) Water sampling records
- 3) Temperature testing records
- 4) In-service maintenance and repair records
- 5) Any contamination incidents

The retention period for all items is a minimum of five years.

3.4.7 General Water Hygiene

In addition to Legionella there is risk from other dirt, bacteria or contamination in water services. Applicable to all Council Dwellings the Council will:

- Ensure that leaks are dealt with promptly in line with repairs targets
- New supply pipes will be sealed prior to installation
- Only water industry approved fittings will be used.
- All materials used in drinking water supply will be suitable for potted water installations.
- Lead pipework will be replaced where identified.
- Fittings and installation to prevent back siphonage will be used where appropriate
- Work will be carried out by appropriately trained personnel.
- Services will be appropriately flushed after work is carried out.
- Systems will be protected against entry of dirt, insects or any deleterious matter.
- Properties that will be empty for significant periods or in cold weather will be isolated and drained.
- Empty homes will be flushed prior to handover to tenants and outlets cleaned.
- Work will otherwise be in accordance with The Water Supply (Water Fittings) Regulations 1999.

4.0 Equalities Statement

The Council recognises that it delivers its housing services to communities within which there is a wide social diversity, and is committed to providing equal opportunities and valuing diversity.

The Council will ensure that no individual is discriminated on the basis of age, disability, ethnicity, gender, sexual orientation, marital status or civil partnership, pregnancy or maternity status. Discrimination on the basis of any of these grounds is not acceptable.

The Council will tackle inequality, treat people with dignity and respect and continue to work to improve services for all service users

The legal framework for the Council's approach is provided by the Equality Act 2010 and specifically by the Public Sector Equality Duty, under which a public authority must work consciously to eliminate discrimination, harassment, victimization and to advance equality of opportunity and foster good relations between people with differing characteristics.

6.0 Complaints Procedure

The Council's Housing Complaints Policy is available to any tenant or prospective tenant who is dissatisfied with any aspect of the housing services we provide. Further information can be obtained from the Council's [Corporate and Housing Complaints Policy](#).

7.0 Review of policy

This policy will be reviewed every three years in consultation with tenant representatives, staff, other stakeholders, including the Portfolio Holder responsible for Housing, unless there are any reasons, such as legislative or regulatory which necessitate a review prior to this.