



Water safety & Legionella

What is Legionella?

Legionella is a bacterium which can grow in stagnant water under certain conditions. Inhaling water droplets which contain Legionella can cause Legionnaire's Disease. This is a rare type of pneumonia which may be mild and flu-like. However, it can be more serious, or occasionally even fatal.

Working together to keep you safe

- We follow a Health and Safety Executive Approved Code of Practice. We carry out regular inspections, and water safety testing of shared water systems in blocks of flats
- We carry out regular risk assessments in both communal blocks and in customer homes
- We complete any repairs identified to reduce the risk and help keep you safe
- We put additional measures in place where needed to help prevent Legionella.

If you have any concerns, please contact us.



Water safety advice

It is unlikely that you will be at risk from Legionella in your home water system. This is because mains supply water is treated by water companies. Bacteria doesn't usually get the chance to grow, either. This is because stored water in cylinders or tanks is often renewed in occupied homes.

However, there are a few ways you can reduce your risk even further:

- Flush showers and taps for two minutes if they haven't been used in a week or more. This includes any outdoor taps and hoses
- Keep hot water at a temperature of 60 C. Be careful, as at this temperature, it may scald you
- Tell us if you see anything unusual flowing from your water outlets, such as rust
- Ensure all water storage tanks have tight-fitting covers in place.
- Keep outlets such as taps and showers clean and free of any limescale and mould
- Descale taps and shower heads every three months, using a limescale cleaner

Water butts and water features

Legionella can grow in water butts, or rain barrels. Only use this water in watering cans with normal rose heads. Don't use submersible pumps, hoses or spray attachments.

Legionella can also multiply in water features, such as ponds in your garden. Don't spray this water, as it may put you at risk.





If you're experiencing any issues with Legionella, please contact us using the details below

Get in touch:

You can visit our website:

orbitcustomerhub.org.uk

For more information, please contact us at:

orbitcustomerhub.org.uk/contact-us

Or to talk to us, please call:

0800 678 1221

Textphone:

18001 0800 678 1221

Take a look on social media:

f /OrbitHelp

🐦 @OrbitHelp

Our postal address:

**Orbit,
PO Box 6406,
Coventry,
CV3 9NB**

If you need this information in a different format please contact us on **0800 678 1221**

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