



## REIDVALE HOUSING ASSOCIATION

### Legionella Policy

Policy Approved	23.02.2022
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Author	Maintenance Manager

## POLICY SUMMARY

<b>Purpose:</b>	The aim of this Policy is to ensure the effective inspection, maintenance and management of all water systems within the premises controlled by Reidvale Housing Association (RHA)
<b>Legislation/Guidance:</b>	The Association is a company under the Co-operative and Community Benefit Societies Act 2014, and a company regulated by the Financial Conduct Authority (FCA).  Statutory Guidance The Scottish Social Housing Charter Requirements of the Scottish Housing Regulator
<b>Regulatory Compliance</b>	<b>Standard 1:</b> The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.  <b>Standard 2:</b> The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.  <b>Standard 4:</b> The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.
<b>Linked policies</b>	<b>Maintenance Policy</b>
<b>Financial Impact</b>	<b>Low</b>
<b>Risk Assessment</b>	<b>Medium</b>
<b>Equalities Impact Assessment</b>	<b>Yes</b>
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## **1. INTRODUCTION**

### **1.1 Legionella Policy Statement**

Reidvale Housing Association (RHA) recognises it has a duty under the Health and Safety at Work etc. Act 1974, as supported by associated legislation. Reidvale will therefore ensure, so far as is reasonably practicable, the health, safety and welfare of its employees, tenants, contractors, the general public and others who may be affected by its undertakings.

It is also recognised that the management of Legionella related risk falls within the organisation's general responsibilities set out above.

To this end, Reidvale, will comply with the Legionella management duties defined and implied in the Control of Substances Hazardous to Health (COSHH) Regulations 2002, as amended, the control of legionella bacteria in water systems, Approved Code of Practice and Guidance (L8) and Scottish Water Bylaws 2004.

To achieve legal compliance and best practice in terms of Legionella Risk Control, this Policy Statement will be supported by Reidvales Legionella Policy and Procedures, which define roles and responsibilities and operational procedures relating specifically to Legionella risk management.

Procedures have been developed to allow a systematic approach in assessing the risks, while developing controls to eliminate any risks identified or to control them so far as is reasonably practicable. Emergency procedures have been designed to provide a controlled sequence of actions, by those persons identified with responsibilities, aimed at containing any suspected outbreak, preventing its spread, providing health monitoring and rectifying non-compliant systems (see section 8.3).

A formal Asset Register (Water Tanks) identifying the location and condition of all water tanks is currently in place and will be updated when any upgrade works take place. This will also include risk assessments, schematics, routine inspections, samples/tests, faults, repairs and test certification.

The Asset Register (Water Tanks) will be made freely available to staff and contractors.

Reidvale will make available all reasonable resources to implement the Policy and to reduce Legionella risk to an acceptable level.

Reidvale will make available all reasonable resources to adequately assess Legionella related risks and to implement and maintain any inspection, testing and monitoring programmes identified by the assessment process.

The Policy will be communicated to all employees and appropriate contractors, with relevant employees being provided with suitable and sufficient information, instruction and training to adequately discharge their roles and responsibilities.

## 1.2 Scope

Reidvale operates a Health & Safety Management System which comprises a broad range of documented policies, procedures and arrangements for the effective control of risks to the health, safety and welfare of employees and others who may be affected by the organisation's undertakings.

This document forms a part of the overall Management System and sets out the Association's specific arrangements for the management of Legionella.

The Legionella Policy and Procedures have been designed to ensure adequate risk management in the following principal types of premises operated/owned by the Reidvale:

1. Domestic housing stock (including mixed tenure)
2. Commercial premises & Special Lets (eg. HMOs)

## 2. LEGISLATION

The key pieces of legislation in Scotland, regarding compliance with Legionella related duties are defined and implied in the Control of Substances Hazardous to Health Regulations 2002, as amended, the control of legionella bacteria in water systems, Approved Code of Practice and Guidance (L8) and Scottish Water Bylaws 2004.

Reidvale is committed to ensuring that Legionella standards and practices comply with the current outcomes set by the Scottish Housing Regulator:

"Registered Social Landlords must meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes and comply with the Healthy, Safe and Secure elements of the Scottish Housing Quality Standard".

In addition to the above, Reidvale also adheres to the following legislation:

- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- Housing (Scotland) Act 2006 (Tolerable Standard) and the 2019 amendment to the repairing standard.

## 3. DEFINITIONS AND REFERENCES

Up to 5000 people in the UK suffer from Legionellosis, of which 600 die each year. Legionellosis is any disease caused by exposure to Legionella bacteria. The two main illnesses are:

- Legionnaires disease – potentially fatal
- Pontiac Fever – an upper respiratory illness, less severe than Legionnaires Disease

The agent that causes this disease is a bacterium called Legionella Pneumophila. The diseases are mainly contracted through the inhalation of an aerosol or droplet which contains the Legionella bacterium. A second (but very rare) route is that of liquid entering the lungs via the trachea or windpipe with the Legionella bacterium present; however, there have only ever been 28 confirmed deaths of this method in the world.

Groups of people at higher risk of contracting the diseases include people over the age of 50, smokers and/or heavy drinkers and people who are immunosuppressed or chronically ill. Despite males being more susceptible, fatality rates between male and female are even.

Legionella bacteria are common in natural watercourses such as rivers and ponds. Since Legionella are widespread in the environment, they may contaminate and grow in other water systems such as hot and cold-water services. They survive in low temperatures and thrive at temperatures between 20-45°C if the conditions are right, e.g. if a supply of nutrients is present such as rust, sludge, scale, algae and other bacteria. They are killed by high temperatures.

Certain conditions increase the risk of Legionella multiplying within water systems, including:

- A suitable temperature for growth, 20 to 45°C;
- A source of nutrients for the organism, e.g. sludge, scale, rust, algae and other organic material;
- And, a way of creating and spreading breathable droplets, e.g. the aerosol produced by a water spray (e.g. showers).

Most people exposed to Legionella do not become ill, and Legionnaires disease does not spread from person to person. Some key points of the disease include:

- Incubation period – 2-10 days;
- Disease can be diagnosed (although it can be difficult) by:
- Severe pneumonia
- Dry cough
- Diarrhoea
- Vomiting
- Breathing difficulty
- High fever
- Chills
- Headache, some become confused/delirious
- Fatality rate about 12%
- The disease can be treated effectively by antibiotics

In developing this policy and procedures, cognisance was taken of the legislative requirements and good practice set out in the following documents:

- Health and Safety at Work Act etc. 1974;
- Management of Health and Safety at Work Regulations 1999;
- Control of Substances Hazardous to Health Regulations 2002;
- L8 Legionnaires' Disease – The control of Legionella bacteria in water systems, Approved Code of Practice and Guidance;
- IAC27(rev2) Legionnaires' Disease – A guide for Employers

#### 4. DUTY TO MANAGE THE RISK

Reidvale Housing Association will consider the risks from Legionella that may affect its employees, tenants, contractors and members of the public, and take suitable precautions to remove/reduce those risks. As an employer or a person in control of the premises (eg. a landlord), we will:

- Identify and assess sources of risk;
- Prepare a scheme (or course of action) for preventing or controlling the risk;
- Implement and manage the scheme – appointing a person to be managerially responsible, sometimes referred to as the 'responsible person';
- Keep records and check that what has been done is effective.

Reidvale have appointed a 'responsible person' to take accountability for managing the control scheme that has been put in place. The 'responsible person' will be deemed competent by Reidvale and they will have sufficient knowledge and experience to enable them to manage and control the scheme effectively.

Where Reidvale employs contractors to carry out water treatment or other work, it is still the responsibility of the organisation to ensure that the works are carried out to the required standards. A minimum of 10% post inspection check will be carried out, by Reidvale, for Legionella remedial works, in addition to photographic/written evidence that the work has been carried out satisfactorily.

The significant findings of risk assessments, together with the control scheme, monitoring arrangements and the results of inspections and monitoring will be recorded. The results of routine monitoring will be kept for a minimum of five years.

Anyone who is involved in the supply of water systems and their components (e.g. designers, manufacturers, water treatment companies and suppliers) must ensure that such equipment is designed and made in such a way that it is safe to use and that it can be easily cleaned and maintained. They should provide information on what risks might be present and how the system can be operated and maintained safely.

Products or services, for example, for water treatment, must be effective at controlling Legionella and be safe to use. Contractors are required to inform Reidvale if they find any problems which could pose a significant risk of Legionella exposure. Cases of Legionellosis in employees who have worked on water systems that are likely to be contaminated with Legionella must be reported to the Health & Safety Executive

(HSE) under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

Local Authorities have their own responsibilities and special plans for dealing with major outbreaks of Legionellosis. These are usually investigated by an Outbreak Control Team whose purpose is to protect public health and prevent further infection.

## 5. ORGANISATION ROLES AND RESPONSIBILITIES

### 5.1 Legionella Organisation Chart

The following chart summarises Reidvale structure which facilitates a cascading of roles and responsibilities (R&R) down through the management chain to ensure those with the most appropriate daily operational functions can manage, supervise and physically carry out Legionella related control measures as appropriate. The subsequent sub-sections provide further detail on these roles and responsibilities. Section 8 details the actual procedures and tasks for which identified personnel are responsible and should, therefore, be read in conjunction with Section 5.

#### Roles

Legionella Role (see Chart)	Job Title (ie. person(s) role performed by)	R & R Section
Management Committee	All Committee Members	5.2
Duty Holder (DH)	Director	5.3
Legionella Responsible Person (LRP)	Maintenance Manager	5.4
Legionella Co-ordinator (LC)	Maintenance Officer	5.5
Internal Monitoring Team (IMT)	Maintenance Team	5.6
External Monitoring Team, (EMT)	IWS	5.7
Risk Assessors (RA)	IWS	5.8
Commercial Tenants	Commercial Tenants	5.9
Contractors	Contractors	5.10

### 5.2 Management Committee

The Management Committee is collectively responsible for providing leadership and direction on Health & Safety and, with particular relevance to Legionella risk management, will ratify and endorse the Legionella Policy.

The Management Committee will give due consideration and will make available all reasonable funding and support as may be required, to reports received from the Duty Holder or Legionella Responsible Person (LRP) concerning Legionella risk management and/or compliance with the Legionella Management System.

The Audit and Risk Committee will review the findings of all internal and external audits and any investigations to reported Legionella failures and will authorise the use of all reasonable support required to rectify any significant non-compliance. A Report outlining the above will be presented by the LRP to the Sub-Committee on a bi-annual basis, identifying progress against any outstanding actions from Legionella Risk Assessments. A summary of the detailed findings will also be presented to the Management Committee, on a bi-annual basis.

### **5.3 Duty Holder (DH)/Director**

The DH holds ultimate accountability and responsibility for the development and implementation of an effective Legionella Management System and Control Regime.

The DH has appointed the Asset Manager as the competent Responsible Person (LRP) to manage the Legionella programme under the responsibilities set out in 5.4.

The DH has made available all reasonable resources to the LRP for the undertaking of his duties under this policy. The DH will also make available reasonable resources to allow all others in the management chain to comply with their own defined responsibilities.

The DH ensures that there are adequate lines of communication with the LRP and will take all reasonable steps to comply with all reasonable requests and issues raised by the LRP.

The DH takes reasonable steps to deal with Legionella related emergencies, uncontrolled risks and required actions brought to his/her attention.

### **5.4 Legionella Responsible Person (LRP)/Maintenance Manager**

The LRP holds day-to-day responsibility for the implementation of the Legionella Management System and Control Regime.

The LRP is responsible for the Legionella Risk Assessment programme and its review as appropriate.

The LRP is responsible for maintaining adequate and appropriate communication with the DH and for requesting resources as necessary for the implementation of the system throughout the management chain.

The LRP is responsible for ensuring the appropriate level of competence and resources exist throughout the management chain to ensure proper implementation of the system.

The LRP is responsible for ensuring Legionella risks are taken into account and adequately assessed for all new builds, property purchases and refurbishment programmes (with the exception of Fixed Factored blocks).

The LRP is responsible for ensuring timely audits and reviews of the Legionella Management System.

The LRP is responsible for the investigation and action in relation to any suspected Legionella outbreak, emergency situation, complaint or issues raised through the Monitoring & Inspection (M&I) programmes (both internal and third-party) and for bringing the situation to the attention of the DH as soon as is reasonably practicable.

The LRP is responsible for monitoring the implementation of the third party M&I programme (i.e. carried out by the contractor) and for reporting any non-conformances or issues raised by the programme to the DH as soon as is reasonably practicable.

The LRP is responsible for ensuring Tenants' Duties in respect of any special or commercial lets are properly incorporated into the tenancy agreements.

The LC is responsible for delivering the internal M&I programme.

#### **5.5 Legionella Co-ordinator (LC)/Asset Officer Maintenance Officer**

The LC provides on-site and practical support to the LRP to deliver the policy and procedures as required.

The LC is responsible for the maintenance of a suitable Asset Register, schematics and premises specific M&I programmes.

The LC is responsible for the appointment and control of the Water Systems contractors undertaking the third-party M&I programme and any maintenance, cleaning etc.

The LC is responsible for reporting any non-conformances or issues raised by the internal/external M&I programme and any maintenance, cleaning etc.

The LC is responsible for reporting any non-conformances or issues raised by the internal/external M&I programmes to the LRP as soon as is reasonably practicable.

#### **5.6 Internal Inspection and Monitoring Team (IMT) Maintenance Team**

The IMT is responsible for undertaking and reporting the internal Monitoring & Inspection (M&I) tasks, as defined in Risk Assessments or Site-Specific Logbooks.

The IMT will be responsible for reporting any non-conformances or issues raised by the internal M&I programmes to the LC as soon as is reasonable practicable.

## **5.7 External Inspection and Monitoring Team (EMT) (External Specialist Contractors)**

A competent external contractor has been appointed to carry out Legionella Prevention Monitoring and Water Hygiene Services. Contracted works include Legionella sampling, tank inspections, tank disinfection and other associated services throughout their property portfolio.

The current external contractor is:

Integrated Water Services (IWS)  
Unit 3A Monklands Industrial Estate  
Kirkshaws Road  
Coatbridge  
ML5 5RP

The contractor is required to provide and report services in strict accordance with the specification defined by Reidvale.

The contractor is required to report any non-conformances or issues raised by the internal M&I programmes to the LRP/LC as soon as is reasonably practicable and in accordance with the contract specification and escalation procedure.

## **5.8 Risk Assessors (External Consultants)**

Competent external consultants have been appointed to carry out and report Legionella Risk Assessments and Reviews, including cold water storage tank inspections.

The current competent external consultants are:

Integrated Water Services (IWS)  
Unit 3A Monklands Industrial Estate  
Kirkshaws Road  
Coatbridge  
ML5 5RP

The Risk Assessment consultants are required to report their findings in a format which is easily understandable and acceptable to the LRP/LC.

## **5.9 Commercial & Special Lets**

Each new lease agreement for Commercial, following approval of this Policy, will include the following clause:

“The Tenant shall comply at their own cost in all aspects with the requirements of the title deeds and all Acts, Bye-laws, Statutory Rules, Orders and Regulations whether

parliamentary, local or parochial passed or to be passed applicable to the Premises or to the Tenant use of the Premises including without prejudice thereto with the terms of the Town and Country Planning (Scotland) Act 1997 and the Planning etc. (Scotland) Act 2006, the Offices, Shops and Railway Premises Act 1963, the Building Standards (Scotland) (Consolidation) Regulations 1971 to 1975, the Fire (Scotland) Act 2005 and the Fire (Safety) Scotland Regulations 2006, all Health and Safety at Work Regulations and Police Regulations and, where applicable, the Food and Drugs (Scotland) Act 1956, and any legislation amending or altering the same.

Each tenant will be obliged to ‘adopt’ Reidvale site-based monitoring procedures, where there is a potential Legionella risk.

Where appropriate, Commercial will be subject to the monitoring and inspection regime, contracted out by Reidvale to an external specialist contractor.

## 6. COMPETENCE – INFORMATION, INSTRUCTION AND TRAINING

Reidvale recognises that relevant Legionella Approved Code of Practice (ACOP’s) and Guidance (in particular, L8) define specific roles and responsibilities, and these have been incorporated into this policy document. Appropriate information, instruction and training will be provided to ensure adequate competence exists throughout the management chain to deliver these roles.

The following table defines the training matrix available to all personnel involved in the Legionella Management System. Management personnel will be responsible for ensuring all relevant personnel are provided with the appropriate training and records will be maintained of all training provided.

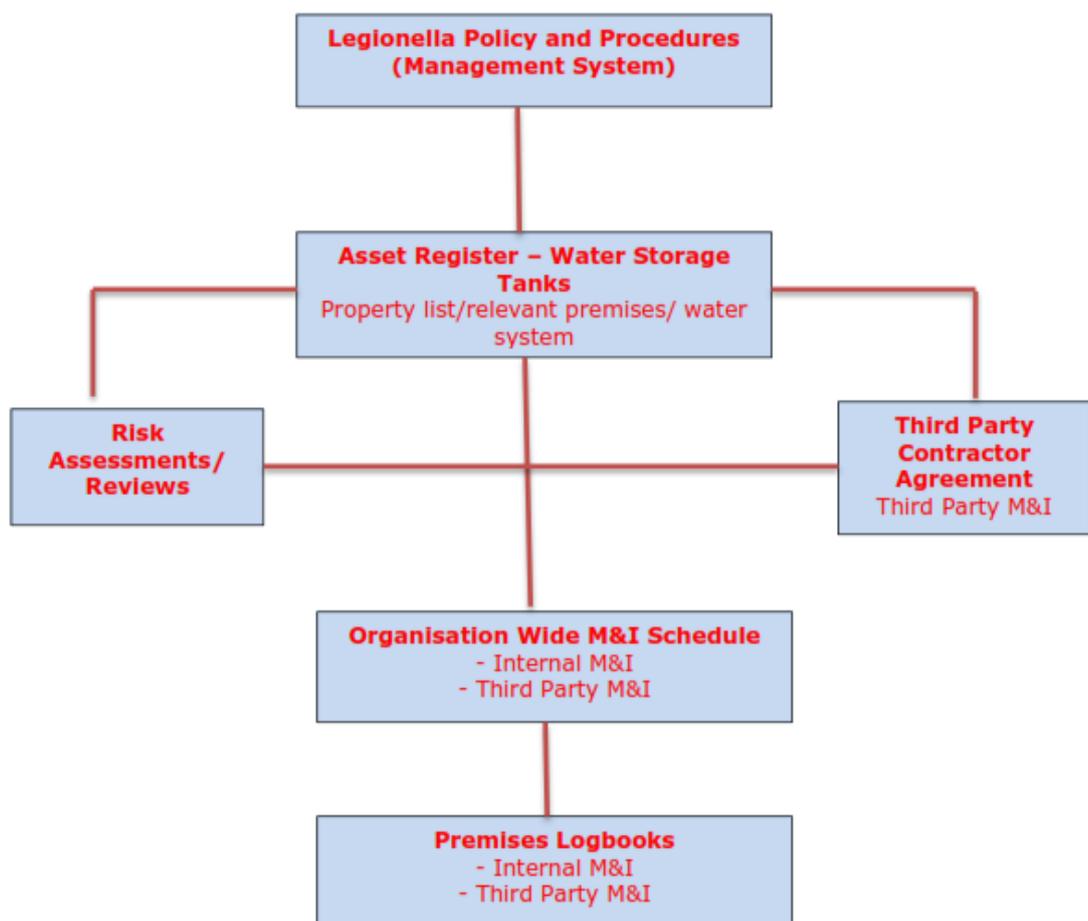
Training	DH	LRP	LC	IMT
Legionella Awareness (e.g. e-learning)	√	√	√	√
Induction on Legionella policy, procedures, M&I	√	√	√	√
Training on Specific Roles & Responsibilities	√	√	√	√
Legionella for Managers (e.g. e-learning)		√	√	
Accredited Legionella Management		Best practice	Best practice	Best practice

## 7. DOCUMENT CONTROL

The Legionella Management System relies upon the maintenance of a range of documentation, for which the LRP is responsible. The following summarises the principal components of the system:

- Policy & Procedures Document;
- Risk Assessments;
- Asset Register (premises-specific - incorporating property list/relevant premises/water system assets/schematics);
- Internal Monitoring and Inspection Regime/M&I Logbook (premises-specific);
- External Contractor’s Contract Agreement/M&I recording system;
- Training Records;
- Incident Records.

The following flowchart summarises the interaction of the principal documentation associated with the system.



## 8. RISK ASSESSMENT

The Legionella Risk Assessment programme is considered to be the cornerstone of the Legionella Management System. The programme will cover all water systems where stored water or other high-risk situation is present and will be designed by both the LRP and the risk assessment consultancy company. The annual renewal date’s for Risk Assessments are recorded on the Asset Register (Water Storage Tanks).

The Organisational Risk Assessment programme for housing stock will be conducted annually and include the following:

- i. Storage of cold water;
  - a. Coldwater temperature testing;
  - b. Where cold water is stored, the inspection, maintenance and disinfection of the cold-water storage tanks;
- ii. Storage of hot water;
  - a. Hot water temperature testing;
  - b. Where hot water is stored, the inspection, maintenance and disinfection of the hot water tanks;
- iii. Vulnerable tenants (where known and applicable) – 6 monthly shower head disinfection and flush tests will be offered to vulnerable tenants who may be at risk, where we know there is a need.

Where a dedicated Risk Assessment (and reviews thereof) has been identified to be conducted they will include the following components:

- i. Formal identification of the potential for Legionella bacteria to be present.
- ii. An assessment of the water temperatures and the potential for proliferation of the bacteria.
- iii. An assessment of the cleanliness of the water with respect to sources of nutrients for bacteria, biofilm, dirt etc.
- iv. An assessment of the potential for the generation of inhalable water particles either in tiny droplets of water (aerosols), or in droplet nuclei (the particles left after the water has evaporated) contaminated with legionella, deep into the lungs.
- v. Identification of any high-risk groups of individuals that could be exposed (where known).
- vi. An overall risk rating using the ratings High/Medium/Low.
- vii. An improvement plan to reduce the risks to acceptable levels.
- viii. A programme of work to ensure that the residual risk level is maintained.

The LRP will review all Risk Assessments and Reviews and consider the risk ratings and implications of same. Where appropriate, advice will be sought from the consultancy undertaking the assessments or reviews.

The LRP will assess the current M&I programme against the findings of the Risk Assessment or Review and amend the programme where appropriate. This may require the involvement of the Risk Assessment Consultant and/or third-party contractor undertaking the external M&I.

The Risk Assessment programme will be formally reviewed where there is any substantive change in the water systems and, in any case, at least every 24 months.

The LRP will arrange for additional Risk Assessments to be carried out where new properties are built or purchased and where major refurbishments are carried out to existing stock which involves the water systems.

The LRP will inform the DH as soon as is reasonably practicable where any Risk Assessment or Review identifies a significant risk of Legionella or where existing systems are not being properly implemented.

## **8.2 Assets and Asset Register**

The relevant premises in respect of Legionella risk would generally relate only to the premises with 'stored water'. However, the organisation recognises the potential risks associated with ALL premises, particularly where they become void and water may lie undisturbed in the pipework. Therefore, the organisation considers ALL premises as relevant for the purposes of Legionella Management and the Asset Register (organisation risk assessment) will reflect this policy.

The LRP will maintain an Asset Register of all premises, including an asset list of water tanks and a schematic of the water system where available.

## **8.3 Emergency Procedures, Action Levels and Action**

The LRP and LC have key roles in monitoring the results of the risk assessments, reviews and M&I programmes.

Reidvale recognises the importance of identifying early warning signs of failures in the system and, to this end, the LRP will take the appropriate action without delay where non-conformances or suspect results are highlighted in the M&I programme. The LRP will inform the DH in any event of potential system failure or risk to health.

A three-level system of 'Action Levels' is used to identify potential failings in the systems. This information will normally be identified by the third-party M&I, although all personnel involved in the Legionella management system is aware of the signs of each Action Level.

Action Levels and Corresponding Actions:

### **ACTION LEVEL 1**

The following criteria denote that an Action Level 1 issue has arisen:

- i. Anaerobic count of 1 and up to 10,000 colony forming unit (CFU)/ml<sup>3</sup>.
- ii. Where the water temperatures are occurring outside the design parameters and these fall within the temperature range of 20-45 degrees centigrade.
- iii. Where a control procedure is demonstrably failing.

Actions required:

1. The LC will immediately investigate the possible causes and potential failures that may have led to the Level 1.
2. Where the cause cannot be easily identified and rectified, then the consultation will take place with the relevant Contractor and/or External Advisor.
3. The LC will inform the LRP as soon as is reasonably practicable.
4. The LRP will document the issue along with all steps taken to rectify the situation and to prevent re-occurrence. This may involve additional employee training where appropriate.

## ACTION LEVEL 2

The following criteria denote that an Action Level 2 issues has arisen:

- i. A Legionella bacterium count at or above the level of detection, but below 1,000 cfu/ml<sup>3</sup>.
- ii. An aerobic count of 10,000 up to 100,000 cfu/ml<sup>3</sup>.

Actions required:

1. The LRP will immediately notify/advise the residents/users of the property not to use significant aerosol generators (showers & spray taps etc.) until disinfection/resampling has been undertaken, as a precaution.
2. The LRP will arrange for the additional sampling of the water system within 48 hours.
3. The LRP will immediately notify the third-party contractor (M&I) (and External Advisor where deemed appropriate) and jointly investigate the possible causes and potential failures that may have led to the Level 2.
4. The LRP and contractor will arrange for immediate cleaning/disinfection of the water system.
5. The LRP will inform the DH as soon as is reasonably practicable.
6. The LRP will document the issue along with all steps taken to rectify the situation and to prevent re-occurrence. This will involve additional employee training where appropriate.

## ACTION LEVEL 3

The following criteria denote that an Action Level 3 issue has arisen:

- i. A legionella bacterium count above 1,000 cfu/ml.
- ii. An aerobic count above 100,000 cfu/ml<sup>3</sup>.
- iii. A case of ill health that a Doctor or Medical Professional considers having been potentially caused by exposure to Legionella bacteria.

Actions required:

1. The LC will inform the LRP without delay who will arrange for controlled access to the area or equipment and immediate shutdown of the water system to prevent the potential for infection or further information.
2. The LRP will immediately notify the DH and third-party contractor (M&I) (and External Advisor where deemed appropriate) and jointly investigate the possible causes and potential failures that may have led to the Level 3.
3. A joint plan will be devised and implemented for further water sampling, disinfection, cleaning and re-sampling.
4. The LRP will document the issue along with all steps taken to rectify the situation and to prevent re-occurrence. This will involve additional employee training where appropriate.

The following stages have to be utilised on receiving any of the above action levels (1 – 3).

### **Stage 1**

1. Confirm which properties are tenanted and which are owned.
2. Confirm which properties are running off the water tank supply and the number of properties who have a mains fed water supply.
3. If unable to confirm where the water is supplied from, properties must be presumed to be supplied from the water tanks.
4. Arrange access to all properties affected and, where possible, confirm via a physical inspection of the properties water supply.
5. H<sup>2</sup>O to be programmed in for immediate attendance.

### **Stage 2**

1. Call all residents explaining the requirement to access their property and follow up with a formal letter.
2. H<sup>2</sup>O to dose tanks immediately with silver nitrate peroxide at the appropriate levels.

### **Stage 3 (fully owned communal blocks)**

1. Attend communal loft with H<sup>2</sup>O
2. Isolate water feeds (where possible)
3. H<sup>2</sup>O to drain down tanks.
4. Reidvale employees to proceed with entering properties and changing any power showers to mains fed showers **Type: Triton t80z** or equal and approved by the Asset Manager.
5. Reidvale operatives to bypass tanks and put properties directly to a mains fed water supply.

### **Stage 3 (Mixed Tenure blocks)**

1. Attend communal loft with H<sup>2</sup>O
2. Isolate water feeds (where possible)
3. H<sup>2</sup>O to drain down tanks.
4. H<sup>2</sup>O to clean and recommission tanks
5. Owners

Any properties not attended have to be lettered with emergency contact details and access requirements.

Plumbing team to be placed on emergency stand by for instances of no accesses or any additional water issues.

#### **8.4 Monitoring & Inspection (M&I)/ Legionella Control**

Premise-specific M&I procedures have been developed for each property and documented in a site-specific log. Such procedures will take account of the findings of the risk assessments, previous M&I and of other site-specific risks such as 'scalding'.

The IMT will carry out and record the internal M&I at the frequencies defined and in accordance with the training provided.

The IMT will immediately report any non-conformance to the LC, who will assess the situation and take the appropriate action.

#### **8.5 Contractor Procedures**

A comprehensive organisation-wide third-party M&I programme has been developed and is documented in a contract agreement with the contractor.

Contractors will be members of the Legionella Control Association (LCA), Water Management Society (WMS) or equivalent and will be able to demonstrate competence for the role required.

At premises in which the contractor undertakes M&I, this will be recorded with details sent to the IMT as well as in the contractor's own formal recording and reporting system.

The contractor will immediately report any non-conformance to the LC/MIT, who will assess the situation and taken the appropriate action.

The contractor will record and report all M&I in strict accordance with the contract terms agreed with Reidvale.

## **8.6 Cleaning and Maintenance**

Any cleaning or disinfection works required will only be carried out by competent contractors who will be members of the Legionella Control Association (LCA), Water Management Society (WMS) or equivalent and will be able to demonstrate competence for the role required.

## **8.7 Audit and Review**

The LRP will arrange for the Legionella Management System to be audited and reviewed at least every 24 months.

The audit and review may be carried out internally or by an external consultant, however, the auditor will be deemed to be competent by the LRP.

The audit/review will take account of all policies and procedures, risk assessments and reviews, M&I findings and all records associated with the system.

A written report will be prepared by the LRP to the DH to detail the findings of the audit/review, highlighting any non-conformances and/or areas for improvement and making recommendations and suggestions.

## **8.8 Void Property Actions**

Reidvale recognises that void properties have the potential to exhibit an increased risk of Legionella due to the possibility of stagnant water remaining undisturbed within pipework for prolonged periods.

To mitigate the increased potential risk associated with voids, an appointed contractor or the IMT will carry out and record the following:

- Thoroughly flush all taps;
- Clean and disinfect, or replace, all showerheads;
- Inspect and report on the water storage tank, where present, and confirm any properties moved over to a mains fed supply;
- Where positive tests have been identified, the system will be drained, disinfected and re-commissioned.

All Commercial and Special Lets becoming void will be assessed individually and on their own merits by the LC & approved by the LRP.

## **8.9 New Developments, Property Purchases and Refurbishments**

Reidvale will ensure that the Legionella Management System is treated as a 'working document' keeping pace with changes to the property portfolio and their water systems.

The LRP will ensure that all new developments, property purchases and refurbishments are identified as incurring potential Legionella risks and are risk assessed or otherwise incorporated into the asset register and M&I programme.

## **9. CONTINUAL IMPROVEMENT**

Reidvale is committed to achieving continual improvement in the management of risk associated with Legionella. This will involve the regular review of the policy and procedures and the introduction of additional controls where knowledge or technology on the subject develops, and as the risk assessment, monitoring and control schemes dictate.

The LRP will be responsible for overseeing the entire Legionella Management System and will champion the continual improvement programme.

## **10. EQUALITY & DIVERSITY**

Reidvale Housing Association is an equal opportunities organisation. We are committed to providing an environment of respect, understanding, encouraging diversity and eliminating discrimination. No person or group of persons applying for housing and housing services will be treated less favourably than any other persons or groups of persons because of their age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

## **11. GDPR**

Reidvale Housing Association will treat your personal data in line with our obligations under the current General Data Protection Regulation and our Privacy Policy. Information regarding how your data will be used and the basis for processing your data is provided in our Fair Processing Notice.

## **12. COMPLAINTS**

Although the Association are committed to providing high levels of service, we accept that there may be occasions where customers may not be not satisfied with the service they have received from us. We value all complaints and use this information to help us improve our services. Our Complaints Policy describes our procedure and how to make a complaint.

## **13. POLICY REVISION**

The Association undertakes to carry out a comprehensive review of all aspects of this policy at least every three years. The review will take account of legislative changes, new policy guidance, best practice advice and the views of service users