

Legionnaires' disease

Protecting you in your home

What is Legionella?

Legionella are bacteria that are common in natural rivers and lakes, and artificial water systems including hot and cold water system storage tanks, pipe work, taps and showers.

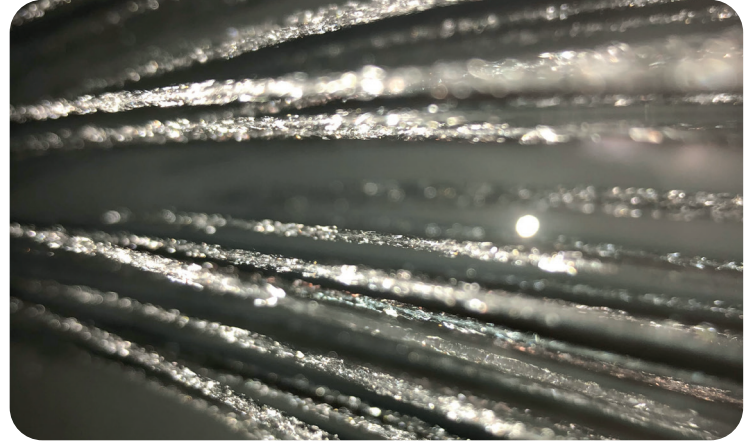
Legionella are usually associated with larger water systems - such as factories, hotels, hospitals and museums, and cooling towers - but can also live in smaller water supply systems used in homes and other residential accommodation.

Other potential sources of Legionella include:

- hot tubs, spa pools and whirlpool baths
- humidifiers
- drinking water systems
- water features and water butts
- garden hose pipes and pressure washing devices
- sprinklers and fire-fighting systems

Legionella can survive in low temperatures, but thrive at temperatures between 20°C and 45°C. Temperatures in excess 50°C will kill them.

The presence of Legionella bacteria can cause Legionnaires' disease, a potentially fatal form of pneumonia.



Reducing the risk

Coastline Housing is committed to protecting the health, safety and welfare of our customers and employees.

We recognise the risk from Legionella bacteria that may arise in customers' homes. Please read this note carefully and in particular the advice on reducing the risk from Legionella.



It is important we have an up-to-date contact number for you. Please let us know as soon as possible if your details have changed.

Contact us

My Coastline - on app or at www.coastlinehousing.co.uk
Email - customer.service@coastlinehousing.co.uk
Telephone - 01209 200200

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What you can do to reduce Legionella risk in your home

The risk of Legionella is minimal in most homes but there are simple things you can do to keep your water system clean and safe:

- When you first move in, run your shower, bath and taps continuously for a minimum of five minutes to flush through.
- Use all your taps regularly.
- Do not adjust the temperature setting of the boiler.
- Regularly clean shower heads - strip and clean shower heads with shower head cleaner or a similar product every three months to remove scale and bacteria. If showers are used regularly, the risks are reduced, however, you should still regularly clean and disinfect your shower head, ideally every three months.
- If your hot water is not heating properly, you have an ongoing problem with your water supply, or your thermostat does not work, please notify Coastline.
- If you have been away from your home for two weeks or more, run your taps and shower through for five minutes before using the water.

Additional potential sources of Legionella

- Flexible garden hoses that have been in the sun for a long period of time, and are not used

often can contain stagnant water. There is an increased risk of bacterial growth. To reduce the risk you should disconnect garden hoses at the tap after use.

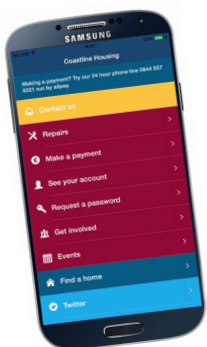
- Outside taps should be flushed for five minutes weekly, this will help improve water movement and prevent stagnation.
- Water butts are good for the environment but they should not be used with spray applicators which cause mist such as sprinkler systems, pressure washers and water guns. We also recommend all water butts are drained and cleaned from time to time.
- Hot tubs are a particular risk so you should follow manufacturer recommendations for maintenance, cleaning and filter replacement.

Risk assessments

Routine Legionella risk assessments are undertaken according to the potential risk. For most homes we will only need to inspect every 10 years because they are very low risk systems.

IMPORTANT

Raising the temperature of the warm water is one way to control Legionella growth, but could also increase the risk of burns and scalding. Please take care, especially if you have children.



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