



woven

## Water Hygiene Safety

Practices, procedures, and standards used to ensure that water system are safe, clean, and free from harmful contaminants

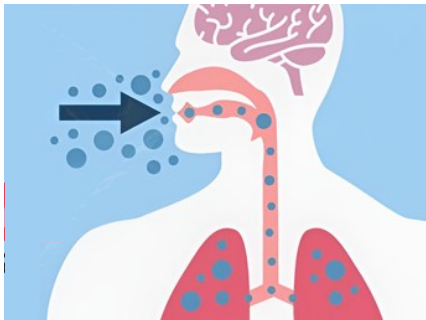
WATER HYGIENE

## WHAT IS WATER HYGIENE?

**Water hygiene** refers to the practices, procedures, and standards used to ensure that water systems - especially those in buildings - are safe, clean, and free from harmful contaminants such as bacteria, viruses, and other pathogens.

It is particularly important in preventing waterborne diseases like **Legionnaires' disease**, which can be caused by *Legionella* bacteria in poorly maintained water systems.

### Understanding Legionnaires' Disease



**Cause:** Legionnaires' disease is a serious lung infection caused by inhaling tiny droplets of water contaminated with ***Legionella pneumophila***.

**Symptoms:** High temperature, chills, headache, tiredness, muscle pain, and dry cough. In severe cases, it can lead to pneumonia.

**Risk Groups:** Most harmful to **elderly people, smokers**, and those with **lung conditions** or weakened immune systems.

**Transmission:** It is **not contagious** and **cannot be caught from drinking water**. It spreads only through inhalation of contaminated water droplets.

### If you suspect Legionnaires' Disease



**Seek medical advice immediately** if you experience symptoms.



**Do not use suspect water outlets** until they have been inspected.



**Contact Woven** to arrange a water hygiene inspection.

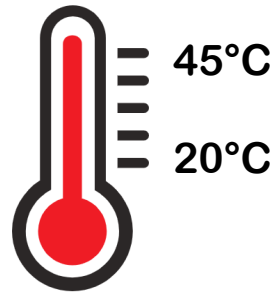
## Where is Legionella found? - High-risk locations

- **Hot and cold water systems in buildings** (e.g., storage tanks, pipework)
- **Showers and taps** (especially if not used regularly)
- **Humidifiers and air conditioning units** (in large systems)
- **Spa pools and hot tubs**



## Conditions that promote Legionella growth

- Water temperatures between **20°C** and **45°C**
- Stagnant water or low flow
- Presence of **biofilm**, scale, or sediment
- Lack of disinfection or poor maintenance
- Dead legs or unused pipework



## Tips to keep water safe

- Avoid stagnant water in unused taps, showers, or garden hoses.
- Rinse showerheads through all spray patterns to ensure cleaning.
- Don't let food, cups, or utensils touch tap spouts.
- Keep water tanks clean, sealed, and free of debris or pests.

## Responsibilities of Woven

**Risk Assessments:** Woven conducts regular water hygiene risk assessments across its applicable properties, with particular focus on identifying the presence and risk of Legionella bacteria. These assessments help ensure that water systems are safe and compliant with health regulations.

**Contractor Inspections:** If a risk is identified, specialist contractors are appointed to carry out cleaning, disinfection, or repairs to water systems. This may include flushing systems, replacing components, or treating tanks to eliminate bacteria and prevent future contamination.

**Identification Checks:** When assessors / contractors need access to your home, they will contact you in advance. This ensures transparency and safety for tenants during inspections or maintenance visits.

## TENANT RESPONSIBILITIES

**Clean Taps & Showers:** Regularly clean showerheads, taps, and hoses to prevent the build-up of limescale, mould, and algae, which can harbour harmful bacteria. Use appropriate cleaning products and rinse thoroughly.

**Flush After Absence:** If your property has been unoccupied for more than a week (e.g. after a holiday), run all taps and showers for at least 10 minutes before use. This helps flush out stagnant water where bacteria may have multiplied

**Check Boiler Temperature:** Ensure your water heater is set to 60°C. This temperature is high enough to kill Legionella bacteria but be cautious to avoid scalding. If unsure, contact your housing association for advice.

**Flush Toilets with Lid Down:** Always close the toilet lid before flushing to reduce the spread of aerosols, which can carry bacteria into the air.

**Drain Hosepipes:** After use, drain hosepipes completely and store them out of direct sunlight. Warm, stagnant water in hoses can be a breeding ground for bacteria.



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