



**Chorus  
Homes**

Part of Places for People

# Water safety in your new home

**In preparation for you moving into your home, for your safety and comfort, we have completed a flush of the water system.**

This is because water that has remained stagnant in the pipes for a period when the property is empty can include harmful bacteria that if released and inhaled can cause Legionnaires Disease, a potentially fatal form of pneumonia.

It is our responsibility as your landlord to take precautions to prevent Legionella bacteria being present in the water systems. However, as a customer, you also have a part to play.

## Our recommendations

Legionnaires Disease is easily preventable and by taking some simple precautions, this will help to keep you safe.

We recommend that before using tap water for the first time you complete an additional flush of the water system. We also recommend that you do this if you are returning from a period away from the property of two or more weeks, especially in the summer periods when water conditions can promote bacterial growth.

## What do you need to do?

For all outlets in your home (sink taps, bath taps, showers and external taps) flush the hot and cold (or hot then cold for a mixer tap) for a minimum of five minutes or for a period of time necessary to draw water from the outlet at temperatures exhibited throughout the rest of the system — water from the cold tap feels cold and water from the hot tap is heated to the setting on your boiler or water heater (this should be between 50–60 degrees centigrade). **Please beware of scalding.**



**50-60°  
CENTEGRADE**

Turn on the tap gently to ensure that the flushing of water from the outlets does not create an unnecessary amount of aerosol at least no more than would be created when the outlet is operated normally. To ensure that splash back is minimised place a sponge or another material capable of absorbing some of the force of the water against the surface of the appliance.

Ensure that the outlet can be flushed safely and in a tidy manner into an appropriate drain if not plumbed for drainage.

### Shower safety

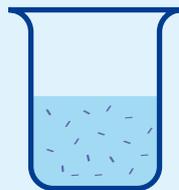
Where showers are fitted it is important to ensure that, where practicable, the shower head is removed in order to reduce the potential for aerosol production. Where the head is fixed use a transparent plastic bag, fastened around the shower head, with one corner pierced to allow partial discharge of water. Every 6 months clean your shower head with disinfectant and de-scaler.



### Don't forget

Remember to notify us if:

- Your water becomes discoloured or has debris in it.
- Your cold water is warmer than 20 degrees centigrade after you have allowed it to run for more than five minutes.
- You are unable to heat your hot water to 50 degrees centigrade.



20°  
CENTIGRADE



50°  
CENTIGRADE

### What are the symptoms of Legionnaires Disease?

The initial symptoms are similar to flu:

- High temperature
- Fever / chills
- Headache
- Tiredness
- Muscle pain
- Dry cough



This can progress to diarrhoea, vomiting and delirium. The bacteria are more dangerous to susceptible groups, such as people with an existing illness, the elderly or very young, and smokers. The illness is not contagious and you cannot contract it by drinking infected water.



If you suspect that you or a member of your household has contracted Legionnaires Disease seek immediate medical help and contact our **Customer Service Centre on 0845 850 9571** (local rate) or **01772 667 002** (may be cheaper from a mobile) so that we can take any required measures.