



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Royal Borough of Kensington and Chelsea Housing Management Water Safety Policy Dated April 2026, Version 4

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1. Introduction

- 1.1. As owners and managers of homes, the Royal Borough of Kensington and Chelsea has a duty of care to ensure that residents and visitors can use the relevant buildings safely. This policy sets out to;
 - Provide clear lines of responsibility within RBKC Housing Management for the management of water safety
 - Specify individual responsibilities in the management of water safety
 - Clarify RBKC Housing Management's approach to Water Safety Risk Assessments
 - Work in conjunction with the water safety processes and procedures
 - Clarify the method of reviewing and monitoring water safety compliance
- 1.2. 'Relevant Buildings' refers to properties and parts of properties where RBKC Housing Management has control of, or responsibility for, water services/ systems and therefore acts as the duty holder for water safety. Relevant Buildings include:
 - All residential properties owned by RBKC, including general needs housing, sheltered housing and supported accommodation.
 - Communal areas and shared water systems within leasehold or mixed-tenure buildings where RBKC retains responsibility as landlord or freeholder, up to the point of entry to individual demised premises.
 - Properties managed by managing agents on behalf of RBKC, where RBKC retains overall responsibility as the duty holder.
 - Any other buildings or facilities where RBKC has control of water systems, including associated plant, storage, distribution or outlets.
 - Temporary Accommodation (borders other LA, where we are the leasee), include travellers site (Stable Way)
- 1.3. For HRA Commercial leases we will seek assurances that the leaseholder complies with this policy in their areas of responsibilities. This can be done through different means, such as sending a letter or requesting evidence of compliance e.g legionella risk assessment.
- 1.4. Where RBKC Housing Management have appointed a managing agent, we remain the duty holder and we will seek assurance that the managing agent complies with this policy.
- 1.5. Where RBKC is not the duty holder but is involved with the site or service, it will cooperate as much as is reasonable with the duty holder.
- 1.6. In these circumstances, the leaseholder is responsible for:
 - Assessing whether their system presents a legionella risk

- Ensuring hot and cold water are kept at safe temperatures
- Removing or maintaining unused pipework and outlets
- Keeping the system in safe working order

This has legal foundation in the following:

- **Health and Safety at Work etc. Act 1974 (s.3)** applies to anyone who controls premises or systems that may affect others' health - including residential duty-holders where control exists.
- **COSHH Regulations 2002** apply where exposure to biological agents (including legionella) may arise from systems under the leaseholder's control.
- **HSE Approved Code of Practice L8** confirms that the duty lies with the person in control of the water system, regardless of tenure.

1.7. RBKC will take all reasonable steps within its power to cooperate with freeholders and seek their cooperation in managing water safety risks. However, where a freeholder is unwilling to engage or act, RBKC's ability to intervene may be limited, and responsibility will remain with the party holding control over the system.

1.8. In a situation where the freeholder is uncooperative RBKC reserve the right to request maintenance records to ensure the necessary water safety checks are being taken place. Where such requests are not complied with, RBKC may seek to obtain the relevant records through a Freedom of Information request. Continued failure to provide the requested information may result in RBKC pursuing legal action.

1.9. The policy applies to employees, agents and contractors.

1.10. This policy is designed to provide a clear acknowledgement of the responsibilities and approach that RBKC has in relation to the management of water safety within the properties above.

2. Related Documents (internal)

- Supporting Residents Policy
- DPA and GDPR guide for Housing staff

3. Legislative Context and Guidance

3.1. RBKC will comply with the following legislation along with other supplementary documents not listed here:

- Landlord and Tenant Act 1985

- Defective Premises Act 1972
- Housing Act 2004
- Commonhold and Leasehold Reform Act 2002
- Health and Safety at Work Act 1974
- Homes (fitness for Human Habitation) Act 2018
- Housing Health and Safety Rating System (HHSRS) 2006
- Construction, Design and Management Regulations 2015
- Health and Safety Legislation, including the Management of Health and Safety at Work Regulations 1999 and the Workplace (Health, Safety and Welfare) Regulations 1992 (as amended)
- Control of Substances Hazardous to Health regulations 2002(COSHH)
- Reporting Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Building Regulations Part G Sanitation, hot water safety and water efficiency (includes the requirements on new build and change of use to restrict hot bath taps to 48°C)
- The Water Supply (Water Fittings) Regulations 2016
- Provision and Use of Work Equipment Regulations 1998 (PUWER).
- Data Protection Act 2018

3.2. RBKC also takes account of the following guidance

- Legionnaires' disease. The control of legionella bacteria in water systems:
- Approved Code of Practice. (L8 Fourth Edition 2013)
- Water Industry Act 1991
- Technical Guidance HSG274 Part 2: The control of legionella bacteria in hot and cold water systems
- Technical Guidance HSG 274 Part 3: The control of legionella bacteria in other risk systems
- Legionnaires Disease: A guide for duty holders (leaflet HSE INDG 458)
- TM13: Minimising the risk of Legionnaires disease - Chartered Institute of Building Services Engineers 2013
- BS8580-:2019 Water quality. Risk assessments for Legionella control. Code of practice
- BS 8558:2011 Guide to the design, installation testing and maintenance of services supplying water for domestic use within buildings & their

curtilages (an area of land attached to a house and forming one enclosure with it)

- PD 855468:2015 Guide to the flushing and disinfection of services supplying water for domestic use within buildings and their curtilages.
- HSE Approved Code of Practice L8 Legionnaires' disease. The control of legionella bacteria in water systems

3.3. Guidance on Scalding

- Recommended Code of practice for Safe Water Temperatures - Thermostatic Mixing Valve Association (TMVA)
- BRE IP 14/03 – Preventing hot water scalding in bathrooms using TMVs
- UKHCA guidance Controlling scalding risks from bathing and showering

4. Policy Statement

- 4.1. As owners and managers of homes, we have a duty of care to ensure that residents and visitors can use the relevant buildings and facilities safely. This extends to mitigating the risks associated with legionella, scalding and non-mains drainage systems where these may exist in our properties.
- 4.2. Keeping residents safe from harm is paramount. There are various legislative requirements relevant to this area which we will comply with to help keep residents safe. Our organisational commitment to health and safety is set out in RBKC's corporate Health and Safety Policy.
- 4.3. RBKC Housing Management does not currently have responsibility for any evaporative cooling systems; however, should any such assets be acquired, RBKC will comply with any relevant legislation and guidance, currently: HSG274 Part 1: The control of legionella bacteria in evaporative cooling systems.
- 4.4. We recognise that those living in supported/sheltered housing and some general needs housing for older people may have a higher risk of scalding and we will tailor our approach as necessary, as set out in this document.

5. Background

5.1. Legionella and other bacteria

- 5.1.1. Legionella bacteria are found in natural water sources and systems e.g. rivers and ponds, but usually in low number and the conditions are rarely conducive for people to catch the disease from these sources. If conditions are favourable, the bacteria may multiply rapidly, increasing the potential risk of human exposure to bacteria and the likelihood of contracting disease and it is therefore important to control the risks by introducing appropriate measures. Inhalation of legionella bacteria via droplets of contaminated water can cause

a potentially fatal form of pneumonia called legionnaires disease as well as other less serious illnesses. Some people have characteristics (including age and gender) that make them more susceptible to the serious form of the illness. There are also other contaminants found in water systems that can be a risk to health.

5.1.2. Legionella bacteria can multiply in domestic water systems under certain conditions. In particular, water temperatures in the range 20°C to 45°C favour growth of the bacteria. Below 20°C bacteria may remain dormant and will not survive above 60°C. Therefore, hot water should be kept above 60°C.

5.1.3. Bacteria also require a supply of nutrients to multiply. Nutrient sources include algae, amoeba and other bacteria in the water or sediment, sludge, scale, biofilms and other material in the water system.

5.1.4. A reasonably foreseeable risk of exposure to legionella bacteria exist in:

- Hot and cold water systems, particularly stored water
- Other plant and systems containing water which are likely to exceed 20°C and which may release a cloud of droplets and or droplet nuclei (the residue that remains when water has evaporated), during operation or when being maintained. E.g. shower heads.

5.2. Scalding and burns

5.2.1. Burns and scalds are devastating injuries which may result in lifelong physical impairment and on-going psychological consequences. Hot water scalds are of particular concern as they can involve greater body surface than other burns/ scalds.

5.2.2. Groups most at risk for top taps water scalds include young children (4 and under), older persons and those with physical or cognitive impairment. Although these vulnerable groups are at increased risk, there is a risk to all.

5.2.3. The higher the water temperature the shorter the exposure time required to produce significant scalds (full thickness scald).

Scalding risk: water temperature and exposure time

Temperature	How long does it take
70°C	< 1 second
60°C	5 seconds
55°C	10 seconds
52°C	90 seconds
50°C	5 minutes

5.2.4. The risk of hot tap scalds can be effectively reduced by controlling the temperature of water delivery from hot taps, but there is potentially a conflict between this and the storage of hot water at higher temps to inhibit the growth of bacteria.

6. Our commitments

The Royal Borough of Kensington and Chelsea will ensure that:

- 6.1. The risks associated with water safety are identified and assessed and where possible prevented, or where not possible to prevent, controlled.
- 6.2. All assets are subject to a desktop assessment and where it is indicated by the risk level, site specific risk assessments will be undertaken, the associated action plan implemented, and thorough records maintained within RBKC's data management systems.
- 6.3. In supported or sheltered housing properties we will fit Thermostatic Mixer Valves (TMVs) as Standard to alleviate the possibility of scalding.
- 6.4. Where people have been identified as vulnerable from a water safety perspective in general needs properties, we will fit TMVs to reduce the risk of scalding.
- 6.5. Recommendations resulting from risk assessments or other sources are actioned within timescales appropriate to their risk.
- 6.6. Adequate installation and upgrade programmes are carried out/delivered, including programmes to replace and maintain elements of water and sewage disposal systems, particularly the replacement of water storage tanks with mains supplied and combination boilers etc. where practical to do so.
- 6.7. Adequate and well documented maintenance regimes are in place for all systems with the potential to affect water safety.
- 6.8. Whenever we clean or carry out any maintenance of a water tank, we will also carry out a maintenance check of related stopcocks.
- 6.9. Water quality/ safety checks and maintenance in sheltered & supported housing properties and communal areas/facilities will be carried out in the appropriate scheme log.
- 6.10. TMVs will be regularly maintained with annual safety checks /inspections undertaken within Sheltered Housing.
- 6.11. Appropriate actions, including legal action may be taken, (all in accordance with agreed RBKC no access procedures), should residents refuse to provide access for testing or maintenance.
- 6.12. Residents will be provided with information about the risks associated with hot and cold-water systems.
- 6.13. All relevant staff will receive appropriate externally validated training & refresher training.
- 6.14. All contractors employed to undertake water safety measures and operations will be accredited to UKAS and adequately resourced to complete their undertakings.

7. Roles, Responsibilities and Delegation of duties

- 7.1. The **Chief Executive** - is ultimately responsible for ensuring compliance with current legislation and to ensure that RBKC fulfils its duties and responsibilities as laid out in this document and others including the Water Safety Management Procedures.
- 7.2. The **Executive Director of for Environment and Neighbourhoods** shall ensure, adequate funding, competent staff, contractors, facilities and IT to enable the execution of the policy.
- 7.3. The **Director of Housing Management** is the duty holder for water safety and holds accountability and responsibility for ensuring that the organisation manages the risks associated with Water Safety. The Director of Housing Services has delegated the operational management of these responsibilities to the Assistant Director for Property Services.
- 7.4. The **Assistant Director for Property Services** has responsibility for the repairs and maintenance policies and procedures in relation to RBKC's Assets, including compliance activities relating to Health, Safety and Environmental legislation and for overall implementation of this management policy. They shall ensure that:
- The Head of Residents Safety and the Water Contract Manager are adequately resourced and suitably competent to fully implement this management plan
 - HMT and the Council Executive are immediately informed of any incidents that may affect the image or reputation of RBKC or may lead to enforcement action, criminal prosecution or civil action being taken against RBKC
- 7.5. The **Head of Residents Safety and Repairs** (The Resident Safety Lead is the manager who oversees Compliance and the Contracts Management Team), is RBKC's nominated 'Responsible Person'. They are responsible for the operational implementation of this policy. They will delegate the responsible persons role to the water Contract manager and shall ensure that:
- The Water Contract Manager is adequately resourced and suitably competent to fully implement this policy
 - Adequate resources are provided and allocated to carry out the policy
 - This policy and associated processes are integrated into RBKC's operating procedures and measured via appropriate KPI and any other performance measures
- 7.6. The **Water Contract Manager** is a deputy responsible person and is responsible for the operational delivery of this policy and shall ensure that:
- Legionella risk assessments are undertaken of all relevant RBKC assets in line with the Water Safety Management Plan
 - Actions arising from risk assessment are incorporated into schedules of maintenance and inspections

- Records of water safety activities are recorded and accessible within RBKC's data management systems
- Contractors employed by RBKC to deliver the water safety are procured and managed robustly and in accordance with this and related policies and procedures
- Water safety contractors are accredited to LCA and UKAS and hold appropriate qualifications to carry out works on the range of systems provided by RBKC
- Asset verification process is being carried out in accordance with the written procedure and that all relevant properties are included on the annual maintenance and inspection programmes

7.7. **Deputy to Water Contract Manager** – Deputy to the Water Contract Manager in undertaking the role/responsibilities outlined in 7.6 above, when the Water Contract Manager is not available for Duty.

7.8. **Contractors.** Contractors carrying out all works on properties, whether they are related to water/drainage safety or not, are responsible for ensuring that they do not affect the integrity of the water systems and water/drainage safety of the building, for example; by isolating water tanks, increasing water temperatures or damaging drainage / distribution systems. Contractors shall ensure that all of their operatives will exercise reasonable care and skill and are competent to undertake work on water systems, working in accordance with RBKC's procurement, contract management policies, procedures and contractor code of conduct.

7.9. **Scheme Managers** or others with responsibility for supported or sheltered housing have responsibilities to ensure that regular water safety checks are undertaken by the contracts team and recorded. These include water temperature records and system inspections. Additionally, these staff should ensure that risks assessments are undertaken that take account of vulnerability of their residents to water safety issues.

7.10. All **Housing Management Services staff** will look out for risk associated with water safety as a part of their normal routine, especially when visiting our tenants' homes. Any concerns must be reported immediately to the Contract Management Team.

7.11. The **Housing Management Health, Safety and Resilience Team** shall ensure that regular audit and review is undertaken of RBKC systems and processes and that all incidents related to water safety breaches are investigated and if there is a RIDDOR breach, it is reported to the Director of Housing Management Services and to the HSE via the RIDDOR procedures where required.

7.12. **Resident Responsibilities**

- We will publicise the importance of water safety to our residents, regardless of tenure and ask them to report any concerns to us.

8. Risk Assessments

- 8.1. All potential sources of legionella will be risk assessed every five years to communal areas and preventive or precautionary measures taken to avoid, or control legionella will be identified. The risk assessment will be carried out by a competent appointed legionella contractor accredited by the Legionella Control Association (LCA). The risk assessment will be done in accordance with HSE guidance.
- 8.2. We will maintain a record of the significant findings of each risk assessment as well as the results of routine monitoring.
- 8.3. The assessments will contain direction as to how the risk is to be eliminated, or where this is not reasonably practicable, how the risk may be reduced and is to be managed. We will carry out actions identified in the risk assessment as set out in Section 9 - Prevention and Control section below.
- 8.4. The risk assessment will be reviewed at any time information is received from any source such as a tank inspection or renovation indicating that it is no longer suitable. The purpose of the risk assessment review will be to determine if the risk assessment is still fit for purpose and if necessary, recommend when a new risk assessment should be undertaken before the five-year cycle.
- 8.5. Staff working in sheltered and supported housing will carry out risk assessments as part of the support planning process and if any potential scalding risks are identified, will liaise with the water safety manager and consider the options available for mitigating the risks.
- 8.6. Where we are not the support provider, we retain ultimate responsibility for ensuring that risk assessments of the premises are carried out. The support provider is responsible for carrying out care and support risk assessments to establish the risk of scalding to individuals.
- 8.7. Where a general needs tenant or resident is identified as vulnerable, staff will refer to social services to arrange a relevant risk assessment and if a potential scalding risk is identified, they will liaise with the water safety manager and consider the options for mitigating the risk.

9. Prevention and Control

9.1. Legionella

- 9.1.1. Wherever practicable, we will remove the potential source of contamination including the removal of cold-water storage tanks and conversion of blocks to rising mains cold water supplies. Planned improvement programmes will gradually replace storage tank water systems with combination boilers.

throughout RBKC stock, though some properties will continue to require storage tank systems to meet their needs.

- 9.1.2. On new developments, refurbishments and when carrying out planned improvements, we will design out risks where possible, for example combination boilers eliminate the need for stored water.
- 9.1.3. All sites with shared/distributed hot/cold water systems must be checked in line with the Written Scheme as detailed in the sites specific Water Risk Assessment. Our preferred means of controlling legionella in our properties is by storing hot water above 60°C and distributing it at 55°C and maintaining cold water below 20°C. This forms part of all monthly monitoring checks.
- 9.1.4. All contractors carrying out the annual boiler checks in all properties including general needs are instructed to set the temperature on domestic hot water cylinders at 60°C. Any property not covered by the annual heating (gas safety check) will be provided for separately.
- 9.1.5. Where cold water cannot be maintained below 20°C in hot weather / heat transference, for example, regular flushing of premises may be required until the correct temperatures can be restored.
- 9.1.6. If this is not achieved in the short term, a feasibility study should be undertaken to determine the reason for increased temperature and options to correct reviewed and implemented. Dosing is a common consideration. See 9.1.10
- 9.1.7. Where we have re-lets, legionella should be controlled as outlined in the Empty Homes policy /Void policy & procedures. During void works we will ensure that the water tank is clean, has a lid and is adequately supported. Where a property will be empty for an extended period, the system will be drained down.
- 9.1.8. All supported and sheltered housing properties will be regularly monitored in accordance with the Written Scheme.
- 9.1.9. In low risk general need stock with no shared/distributed hot/cold water systems, it is impractical for the landlord to carry out the regular weekly & monthly checks required to ensure safety from legionellosis. We will therefore publicise key information through appropriate resident communications (Housing Matters, website etc.).
- 9.1.10. Although there is no guidance or legislative requirement on taking water samples –We will carry out regular sampling and testing for legionella where Biocides have been implemented to control growth of Legionella and other microbiological bacteria, for example:
 - On tank inspection requiring urgent tank clean we will take before and after samples
 - Where temperatures cannot be maintained (as stated in 9.1.5 above)

- An outbreak of legionella is suspected or identified. Normally informed by the HSE. RBKC will work along side the HSE to eliminate any Legionella Bacteria build up

Any samples will be taken by an appropriately trained person and analysed in a UKAS accredited laboratory.

9.2. Scalding from Hot Water Outlets

- 9.2.1. We will as a minimum, fit TMVs in all supported and sheltered housing stock (prioritising according to risk level) and aspire to do the same on hot water taps (on baths) in new build homes or where there is a change of use to comply with the building regulations.
- 9.2.2. In general needs properties we will consider installing TMVs where a resident is identified as vulnerable /high risk of a scalding injury.
- 9.2.3. When TMVs are installed, they will meet all industry standards as set out in the procedures. Where possible we will use valves with an override facility on baths and showers unless risk assessments dictate otherwise.
- 9.2.4. We will identify all existing TMVs within our stock (including general needs and ensure that they are regularly maintained, where possible in conjunction with other cyclical / servicing cycles).

9.3. Scalding from Overheating Immersion Cylinders

- 9.3.1. There is a rare but potentially serious risk from scalding from a domestic hot water system which includes a fixed all- electric or part-electric immersion heater in conjunction with a plastic cold water storage & expansion cistern or tank located above a habitable room (roof space). The risk is greatest when located above bedrooms.
- 9.3.2. An overheating immersion cylinder will normally show warning signs. We will publicise to our residents and staff the warnings signs indicating possible thermostatic failure and overheating of water in the cylinder, which include;
 - Excessive noise from the hot water cylinder (kettleing)
 - Abnormally high hot water temperatures
 - Steam rising from the feed / expansion tank/cistern

9.4. Burns from high surface temperatures

As outlined above, we will carry out risk assessments on all sheltered and supported housing and where appropriate, general needs housing, to consider the options available to mitigate the risks from hot water.

10. Emergencies and incidents

- 10.1. In the case of a legionella outbreak we will work with Health Services and Local Authorities. We will report these incidents to HSE via RIDDOR.
- 10.2. We will communicate with all building occupiers to reassure and support them following an incident

11. Audit, Compliance and Review

- 11.1. Because this is a high-risk area, we will carry out an external audit of our procedures every five years as a minimum.
- 11.2. Our internal health and safety team monitor and tests compliance with procedures.
- 11.3. The Water Contracts Manager and Head of Contracts has the responsibility to ensure that contractors are compliant with all relevant health and safety legislation. A compliance performance return is reported to the monthly Resident Safety Board & RBKC SMT.
- 11.4. We will carry out an annual review of contractor health and safety procedures as well as regular review of contractor compliance and performance.
- 11.5. Where contractors carry out risk assessments, works or checks on our behalf, they will be required to meet our health and safety standards and will be appropriately qualified and accredited.
- 11.6. This policy is reviewed every five years, or whenever there is a relevant change in legislation.

12. Equalities

- 12.1. We are committed to helping customers to access information about their homes and services in a way that suits individual needs. Our Equalities Statement details our approach to ensuring we treat all our customers fairly and with respect.
- 12.2. Equalities Statement: The Council is committed to promoting fair and equal access to services and equal opportunities in employment, the procurement of goods and as a community leader. The Council's policies, procedures and day to day practices have been established to promote an environment which is free from unlawful and unfair discrimination, while valuing the diversity of all people.
- 12.3. Discrimination on the grounds of race, nationality, ethnic origin, religion or belief, gender, marital status, sexuality, disability and age is not acceptable: The Council will take action to ensure no person using the council's premises or services receives less favourable treatment or is disadvantaged by requirements or conditions that cannot be justified. The Council will tackle

inequality, treat all people with dignity and respect and continue to work to improve services for all service users.

12.4. The legal framework for the Council's approach is provided by the Equality Act 2010 and specifically by the Public Sector Equality Duty, under which a public authority must work consciously to eliminate discrimination, harassment, and victimisation and to advance equality of opportunity and foster good relations between people with differing characteristics.

12.5. Further detail on the Duty, and the Council's approach to fulfilling its requirements, can be found at www.rbkc.gov.uk.

13. GDPR and Data Protection Act 2018

- As a directorate of RBKC, Housing Management Services shares the commitment to ensure that all data is:
- processed lawfully, fairly and in a transparent manner
- collected for a specific and legitimate purpose and not used for anything other than this stated purpose, or as provided for in our privacy and fair processing notices
- relevant and limited to whatever the requirements are for which the data is processed
- accurate, and where necessary, kept up to date. Any identified inaccuracies will be amended or removed without undue delay
- stored for as long as required, as specified within RBKC's Records Retention policy
- secured with appropriate solutions, which protect the data against unauthorised or unlawful processing and accidental loss, destruction or damage.
- For further information about the Council's commitment to the General Data Protection Regulations (GDPR), visit the Council's website at www.rbkc.gov.uk.

14. GLOSSARY

Glossary of water safety terms

Biocides	A biocide is a chemical substance or microorganism which can deter, inhibit, render harmless or exert a controlling effect on any harmful organism by chemical or biological means
BS and BS EN	British Standards. The EN refers to European Standards that have been adopted by Britain. The British Standards institute allocates and administers standards and specifications for products.
Build cert	Buildcert provide an independent certification of plumbing products to national and international standards.
Cesspit/Cesspool	A sealed, watertight underground tank that captures waste-water and sewage and simply collects it, without processing or treating it
Combination boilers	A form of modern domestic gas boiler which activates on demand, usually within a pressurised system. With this form of boiler there is no need for water storage tanks, hot water cylinders etc.
Competent Person	A competent person is someone who has enough training and experience or knowledge and other qualities that allow them to assist an organisation meet the requirements of health and safety law
Duty Holder	By law the Duty Holder is the employer or the person or entity who has control of a premises, who is ultimately responsible for legionella safety. As the landlord, the Council is the duty holder
Legionella bacteria/ Legionellosis	Legionella bacteria are found naturally in water sources. Inhalation or ingestion of them can cause various illnesses, collectively called legionellosis, including a potentially fatal form of pneumonia called Legionnaires' Disease
Risk Assessment	Identification, evaluation and estimation of the levels of risk involved in a situation and their comparison against benchmarks or standards and determination of an acceptable risk.
System boiler / indirect system	A System boiler directly heats a central heating system and produces hot water for a storage cylinder. It works like a Regular (Conventional) boiler in that it needs to store hot water, but unlike Regular boilers it takes its water supply directly from the mains.
Sewage pump	A pump or pumps used to pump sewage from a storage cesspit to the level of a mains drainage sewage system
Stopcock	The control tap for mains water supply

Thermostatic Mixing Valves	A hot and cold-water mixing device which automatically adjusts for variations in the temperature and/or pressure of the incoming supplies, to maintain a selected temperature at the outlet.
Thermostatic Mixing Valve Association (TVMA)	The TVMA's main aims concern the safe provision of hot water at point of use. They provide technical advice for building users and installers
UKAS	The United Kingdom Accreditation Service is the sole accreditation body recognised by Government to assess against nationally agreed standards, organisations that provide certification, testing, inspection and calibration services.
Written Scheme	A written scheme of control for the control of legionella is a comprehensive risk management document that clearly identifies those measures required to control the risks from exposure to Legionella bacteria, and how those measures are implemented and managed so that control over water systems is achieved and remains effective.

