



Water Hygiene Policy - Quick Guide (V1.1).

What this policy is about?

This quick guide provides a short overview of the Water Hygiene Policy.

The policy explains how Portsmouth Homes manages water systems to reduce the risk of legionella and other harmful bacteria, and how we meet our legal duties to keep residents, staff and contractors safe.

Who it applies to (See policy: Scope p.3)

- Tenants, leaseholders and shared owners
- Homes owned or managed by Portsmouth Homes
- Communal areas and shared water systems
- Contractors and staff working on our behalf

What is water hygiene? (See policy: Purpose p.3)

Water hygiene is about managing water systems safely to reduce the risk of harmful bacteria, such as legionella, growing in pipes, tanks, taps and showers.

Risks increase where water is stored, not used regularly, or not kept at safe temperatures.

How we manage water hygiene risks (See policy: Management of Legionella & Risk controls, p.3-5)

Portsmouth Homes manages water hygiene risks by:

- Carrying out **legionella risk assessments (LRA)** where required
- Removing or reducing risks where possible
- Putting suitable **control measures** in place
- Completing regular checks, servicing and monitoring
- Keeping clear records of inspections and actions

Vacant Homes (void properties) (See policy: Void Process p.6-7)

When a home is empty, specific actions are taken to manage water hygiene risks before a new tenancy starts, including flushing and checks where needed.

Your responsibilities (See policy: Your responsibility, p. 7-8)

Residents can help reduce water hygiene risks by:

- Using taps and showers regularly
- Flushing infrequently used outlets if they have not been used for 7 days (for at least 2 minutes)
- Thoroughly flushing all outlets after long periods away (for at least 5 minutes)
- Allowing access for inspections, servicing and safety works

Training, oversight and reviews (See policy: Training for Staff & Water hygiene panel, p.6-7)

- Staff and contractors receive appropriate training
- The Water Hygiene Panel provides oversight of water hygiene management, ensuring risks are managed consistently, legal requirements are met and improvements are implemented where required.
- Processes are reviewed to ensure legal compliance and continuous improvement

Further information

For full details, including how water hygiene risks are managed and monitored, please refer to the Water Hygiene Policy or contact Portsmouth Homes for advice and support.

Information is available in alternative formats on request.

Link: [Water Hygiene Policy](#)

