



WILLOW TREE

HOUSING PARTNERSHIP

Water Hygiene Policy

Version:	V2
Responsibility for the Policy	Head of Assets & Repairs
Date approved by Executive	May 2026
Date approved by Board (if applicable)	July 2026
Date due for review:	July 2028

Statement of Intent

Willow Tree Housing Partnership Limited (WTHP) is committed to providing safe and clean water to all residents in our social housing properties. This water hygiene policy outlines our approach to managing and mitigating the risks associated with waterborne diseases, including Legionella bacteria, within our properties.

Policy Objectives

The aims and objectives of this policy:

- To minimise the risk of waterborne infections and ensure the Health and Safety of employees, residents, visitors, contractors by implementing effective water hygiene measures in all social housing properties managed by Willow Tree Housing Partnership Limited
- To provide a clear approach to our water hygiene inspections and associated maintenance to ensure that systems are in safe work order and comply with current legislation and associated codes of practice.
- To provide clear lines of responsibility for the management of water hygiene in WTHP properties
- To ensure there is a clear and effective approach to monitoring and reporting on water hygiene matters
- To provide assurance that where actions are required that repairs are undertaken by competent persons within WTHP or associated contracted partners.

Performance Standards

Responsibilities:

- The Head of Assets & Repairs (HoAR) is designated as the Responsible Person for water hygiene management, with day-to-day duties delegated to suitably competent persons as set out below.
- The Assets & Repairs manager (ARM) is responsible for ensuring that water systems within the housing stock comply with policy and procedure and deliver progress updates on policy compliance.

- The Property Inspectors (PI) will ensure that the regular regime of testing and flushing is undertaken and that any associated remedial actions are undertaken.
- In line with HSE Approved Code of Practice L8, flushing and temperature monitoring shall be undertaken in accordance with the written control scheme, typically at least every two weeks, and increased to weekly where outlets are not regularly used or where risk assessment indicates.
- The Health & Safety & Planned Works Co-ordinator (HSPWC) will ensure that day to day administration, recording and logging of water testing temperatures and raising any associated repair orders

Risk Assessment:

- A water hygiene risk assessment should be carried out by a competent person at intervals determined by risk, typically every two years, and sooner where there is a material change to the water system, building use, occupancy or other significant factors.
- The risk assessment should identify areas for potential risk from water borne bacteria including legionella including (but not exhaustive):
 - The water risk assessments will be site specific
 - Include appraisal of water system
 - Identify vulnerable persons
 - Provide a written control scheme detailing monitoring requirements
 - Outline any remedial actions
- If risk is deemed as low and as being managed appropriately to comply with the law no further action will be required but to continue with existing control measures and continue to monitor and review appropriately

Control Measures:

- Control measures should be introduced to help manage, mitigate or remove associated risk to ensure that water systems are designed, maintained and operate adequately to prevent or control the growth or proliferation of water borne bacteria (including legionella pneumophila)
- Control measures include:
 - Documenting responsible person
 - Control of water spray
 - Ensuring temperatures and conditions favourable for the growth of bacteria are mitigated
 - Removal of redundant pipe work

- Regularly flushing the water systems
- Treatment of any microorganisms if required
- Ensuring regular monitoring, temperature checking and recording or control measures applied

Training

- Regular training and refresher training will be provided to relevant staff members on water hygiene management and awareness
- Information and advice will be provided to our tenants to ensure awareness on safe water usage and that they know how to report concerns or issues

Monitoring and Control

- The ARM will report to Executive/Leadership Team monthly on the status in relation to water hygiene safety.
- The HoAR will report to the Board as part of the quarterly performance reports on the status of water hygiene risk.
- Performance will be reviewed & reported to Resident Scrutiny Panel.

Resident Involvement

Willow Tree will work closely with the Resident Scrutiny Panel to ensure tenants scrutinise our Health and Safety performance.

Our performance will be published on the website and in newsletters.

Reference Documents

WTHP will ensure that all relevant H&S legislation and associated updates are adhered to, to ensure that they meet their statutory landlord obligations. The main legislation includes:

External

- Health and Safety at Work etc Act 1974
- Management of Health and Safety at Work Regulations 1999
- Control of Substances Hazardous to Health Regulations 2002 (COSHH)
- Health & Safety Executive Approved Code of Practice & Guidance L8 - Legionnaires' disease: The control of legionella bacteria in water systems

When setting policy, the Willow Tree Housing Partnership will ensure a golden thread of best practice runs through all aspects of its operations in respect of equality, diversity and inclusion. It will seek to minimise adverse environmental impacts arising as a consequence of its work. This approach and all policies will be reviewed on their anniversary date or as new guidance or legislation is introduced, whichever occurs sooner.