

We are committed to ensuring your home is as safe as possible. We will make regular checks on your heating and hot water systems. This leaflet contains information about things you can do to ensure the safety of you and your family.

Are you getting into hot water?

Bath water that is too hot is responsible for the largest number of fatalities and severe scald injuries in the home. People who are vulnerable such as the elderly, very young children or those who have trouble sensing the water temperature are at the highest risk from scalding.

The NHS recommends the following as safe water temperatures:

- 44°C for baths
- 41°C for shower/washbasin applications

You could consider measuring the bath temperature with a thermometer.

Always run cold water first and then add the hot to get it to the right temperature.

Use your elbow to test the temperature for about a minute before you put a young child in the bath.

Never leave a child unsupervised in a bathroom.

Faulty hot water systems

You may have heard of the danger of scalding from faulty water storage tanks. If you have a heating system with a storage tank in the roof space there is a small but serious risk. If the system is faulty, the immersion cylinder can overheat which could cause the water to be heated to dangerously high temperatures.

Warning signs to look out for:

- Excessive noise from the hot water cylinder
- Unusually high hot water temperatures
- Steam rising from the cistern or tank

If you think your hot water system is showing any of these signs please contact us and we will arrange for it to be checked.

Legionnaires Disease

Legionnaires disease is a potentially fatal form of pneumonia caused by the legionella bacteria. It can affect anybody, but some people are at higher risk including those over 45, smokers, heavy drinkers, those suffering from chronic respiratory or kidney disease, and people with a weakened immune system.

Legionella are bacteria that are common in natural water sources such as rivers and lakes and artificial hot and cold water systems, including storage tanks, pipe-work, taps and showers.

Legionella can survive in low temperatures, but thrive at temperatures between 20°C and 45°C. High temperatures of 60°C or more will kill them.

Reducing the risks of Legionnaires Disease:

- Run hot water through the taps or showers for about 5-10 minutes once every three months.
- At least once every three months shower heads and hoses should be dismantled, cleaned and de-scaled.
- Any units which are not regularly used must be flushed through and allowed to drain either weekly or immediately before use.
- Ensure that there are no unnecessary areas of stagnant or standing of water.