Name of Policy: Water Hygiene Safety Management Policy
(Ref: PS29)

Purpose of Policy: to ensure our properties and common areas are safe and comply with all duties regarding Tenant and Resident Health and Safety Compliance in respect of water hygiene safety and in our offices for the safety of staff.

Policy Monitoring Details	
Department	Property Services
Author	Neil Munro
Status	Group
Date SMT/Board Approval	26th August 2026
Planned Review Date	September 2029
Regulatory Outcomes Being Achieved	Regulatory Outcomes 2. Communication 4. Quality of Housing 5. Repairs, Maintenance and Improvements 13. Value for Money 14/15. Rents and Service Charges
Tenant Consultation Required	No
Associations Values	• Committed. To our tenants and residents' safety • Agile. We will be agile and robust organisation • People-Focussed. To ensure positive outcomes for tenants and residents • Professional. When dealing with damp and mould cases
Equalities Impact Assessment	Initial

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1.	**Introduction**	
	1.1	The effective management of water hygiene is a fundamental responsibility of our organisation and central to our mission to provide excellent quality affordable homes and services that create safe, resilient and inclusive communities. We are committed to ensuring the health, safety and wellbeing of tenants, residents, employees, contractors and visitors by effectively managing the risks associated with Legionella bacteria in our water systems. We recognise our statutory duties under health and safety legislation and we have implemented a risk-based, evidence-led, and system-driven approach to the management of water hygiene across our property portfolio. Legionella bacteria are widespread and occur naturally in water sources such as rivers, lochs and ponds. The bacteria can also colonise artificial water systems where conditions favour growth, including hot and cold-water services, storage tanks, calorifiers, showers, flexible hoses, dead legs, little-used outlets and other plant or equipment capable of storing or generating airborne water droplets. Legionnaires' disease is a potentially fatal form of pneumonia caused by inhalation of airborne water droplets containing Legionella bacteria. The risk arises where water is stored, recirculated or emitted in a form that can create respirable aerosol, for example through showers, spray outlets and certain mechanical water systems. While anyone may be affected, persons at increased risk include older people, smokers, heavy drinkers, people with chronic respiratory or kidney disease, and those with weakened immune systems. Legionella bacteria may survive low temperatures and can multiply where water temperatures support growth, particularly between approximately 20°C and 45°C, especially where there is stagnation, scale, sludge, sediment, corrosion products or biofilm. Effective design, temperature control, avoidance of stagnation and good maintenance are therefore key control measures.
2.	**Aims and Objectives**	
	2.1	The aim of this Policy is to ensure the effective inspection, maintenance, and management of all water systems within properties we own or manage. This Policy will be supported by a detailed Procedure. We will also seek to ensure that Water Hygiene safety practices and standards comply with current outcome of the Scottish Social Housing Regulator as follows: *"Registered Social Landlords must meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes and comply with the Healthy, Safe and Secure elements of the Scottish Housing Quality Standard".*

3.	**Policy**	
	3.1	This Policy applies to: • All domestic and communal water systems within properties owned or managed by the Association; • All relevant activities including design, installation, operation, maintenance, monitoring and inspection of water systems; • All employees, contractors and consultants involved in water hygiene management. We will: • Design a programme and undertake Water Hygiene Risk Assessments (WHRA) and associated surveys of water systems where we have a legal duty or factoring responsibility; • Ensure that required monitoring, inspection, maintenance or remedial works identified through the WHRA are progressed in accordance with the written scheme of control; • Identify all employees, contractors and consultants involved in water hygiene management; • Communicate clearly and transparently with all tenants and factored owners. • Ensure that Competent Person's undertake all works; • Maintain full and auditable records; • Provide assurance to Senior Management Team and the Board.
4.	**Legislative Information**	
	5.1	The overall aim of this Water Hygiene Safety Management Policy is to ensure the effective inspection, maintenance, and management of water hygiene safety within premises we own, manage and factor. This Policy is informed by and complies with: • 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 • HSE ACOP L8 (4th Edition, revised 2025) • HSG274 Technical Guidance (Parts 1–3 as applicable) • Housing (Scotland) Act 2006 • Public Health etc. (Scotland) Act 2008 • Water Supply (Water Fittings) (Scotland) Byelaws 2014 • Scottish Housing Regulator Regulatory Framework