

A close-up photograph of a chrome kitchen faucet with water flowing into a clear glass. The background is a white tiled wall.

## Our guide to **water safety in your home**

Did you know that sometimes the water in our homes can contain bacteria that could make us unwell? This can sometimes lead to Legionnaires' disease, a form of pneumonia. Whilst it doesn't affect everyone, it's important to know how to stay safe.


### **What is Legionnaires' disease?**


Legionnaires' disease can occur if you breathe in tiny droplets of water that contain tiny bacteria called Legionella. These bacteria can grow in the hot or cold water systems of our homes. You can't get it from drinking the water or from being near someone who has it.

### **Who Might be at Risk?**

While anyone can get it, Legionnaires' disease is more common in older people or those who already have problems with their chest or lungs. By following these simple steps and letting us know if you have any problems, we can all help keep our water safe.

### **Simple Steps to Stay Safe:**

 **Run all your taps and showers weekly:** Let both the hot and cold water run for a few minutes until the temperature feels steady. Don't forget any outside taps!

 **Keep your showerheads and taps clean:** Wipe them regularly to get rid of any build-up or limescale

-  **Don't interfere with your boiler settings:** The hot water should be set between 50°C and 60°C) to help stop bacteria from growing (no hotter than 60°C to prevent scalding)
-  **Remember these important things:** Hot water should stay hot, cold water should stay cold and water needs to move through the system regularly
-  **Contact MSV straight away if:** Your hot water isn't working properly or your cold water feels warm for more than a minute
-  **Flush taps and showers regularly:** Even if you don't use them often, run them for at least two minutes every week
-  **If a water pipe isn't being used anymore,** please let us know (e.g supplies to washing machines not used)
-  **If your home is empty for more than two weeks:** When you return, run all your taps and showers (both hot and cold) for 2 minutes. Then clean the showerheads and taps with your usual cleaner. Try to stand back while you do this

**If you have concerns or need to report an issue relating to water safety, please contact us straight away:**

-  Register and report on our portal, 'My MSV', via our website at [msvhousing.co.uk](https://msvhousing.co.uk)
-  [enquiry@msvhousing.co.uk](mailto:enquiry@msvhousing.co.uk)
-  0161 226 4211



Mosscore St Vincents Housing Group Head Office, 7th Floor,  
Trafford House, Chester Road, Stretford, Manchester M32 0RS

If you would like this information in another language or format, then please contact us

Si vous voulez ces informations dans une autre langue ou format, prière de nous contacter

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إذا كنت ترغب في الحصول على هذه المعلومات بلغة أو صيغة أخرى، فيرجى الاتصال بنا.



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Haddii aad macluumaadkan ubaahan tahay luqad kale ama hab kale, fadlan nala soo xiriir  
Jeśli wymagasz tej informacji w innym języku lub formacie to skontaktuj się z nami

اگر این اطلاعات را به یک زبان دیگر و یا به یک قالب متفاوت می خواهید لطفاً با ما تماس بگیرید.

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اگر آپ کو یہ معلومات کسی دوسری زبان یا شکل میں چاہیے تو براہ کرم ہم سے رابطہ کریں۔