

# Water safety guide

Keeping your water supply safe



## Why do I need to look after my water supply?

Some homes have a small risk of legionella if the water supply isn't looked after. We carry out a risk assessment on these homes every two years to make sure the supply is healthy, but please take a moment to read the easy ways to keep your water safe.

### Legionella

Legionella is a bacteria that can develop in water.

When the water temperature is between 20-45°C and nutrients are available the bacteria can multiply and become unsafe.

The bacteria cannot survive below 20°C and above 60°C.

### Water safety FAQs

#### My water doesn't smell right...

If your water smell has a strange smell get in touch with your water provider. If you're unsure who your water provider head to [water.org.uk](http://water.org.uk) and use the postcode search option.

#### I have an issue with my water bill...

If you have an issue with your water bill you'll need to contact your water provider directly. If you're worried about paying your water bill, or have any other money related concerns get in touch with our Money Advice Line. They can provide free advice and help resolve any money worries you have.

#### I have a question about my water supply...

Get in touch with your Housing Officer by calling 01782 744533 or email [hello@staffshousing.org.uk](mailto:hello@staffshousing.org.uk)

## Easy ways to keep your water safe

- Run your taps weekly
- Keep hot water temperatures set to over 50°C
- Report any failures with hot water systems or where cold water comes out warm for over a minute
- Make sure showerheads are kept clean and free from limescale
- Report any unused pipework (eg: supplies to washing machines not used)
- Flush all taps for five minutes before use without releasing a spray if your home is left unoccupied for over two weeks



**Email: [hello@staffshousing.org.uk](mailto:hello@staffshousing.org.uk)**

**Call: 01782 744533**

**[www.staffshousing.org.uk](http://www.staffshousing.org.uk)**

Staffs Housing, 308 London Road, Stoke-on-Trent, ST4 5AB  
We're open from 8.30 - 5.30 Monday to Friday.

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